



Maldives National Skills Development Authority



National Competency Standard for Makeup and Beauty Care

Standard Code: SOC22S18V1

Qualification Name: National Certificate III in Makeup and Beauty Care
Qualification Code: SOC22SQ1L318

Technical Panel members		
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KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc
MNQF level of Qualification	L1, L2 etc
Version Number	V1, V2 etc
Year of endorsement of standard, qualification	By two digits Example- 07

1.Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN MAKEUP AND BEAUTY CARE		
3. Qualification code: SOC22SQ1L318		Total Number of Credits :42
4. Purpose of the qualification The holders of this qualification are expected to work as beautician and to perform range of beauty therapy treatments and services, including facial skincare, eyebrow treatments, make-up, waxing, as well as providing advice on and selling retail skin care and cosmetic products.		
5. Regulations for the qualification		National Certificate III in Makeup and Beauty Care will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12
6. Schedule of Units		
Unit Title	Unit Title	Code
1.	General industry knowledge	SOC22S1U01V1
2.	Practice good work ethics	SOC22S1U02V1
3.	Follow health and safety practice in the salon	SOC22S1U03V1
4.	Client care and communication in Beauty-related industries	SOC22S1U04V1
5.	Promote products and services to clients in a salon	SOC22S1U05V1
6.	Provide facial skincare	SOC22S1U06V1
7.	Apply makeup	SOC22S1U07V1
8.	Provide manicure and pedicare treatments	SOC22S1U08V1
9.	Provide eyebrow treatments	SOC22S1U09V1
10.	Remove hair using waxing technique	SOC22S1U10V1
11	Salon reception duties	SOC22S1U11V1
12	Display stock to promote sales in salon	SOC22S1U12V1
7. Accreditation requirements		The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
8. Recommended sequencing of units		As appearing under the section 06

1.Endorsement Application for Qualification 02		
2. NATIONAL CERTIFICATE IV IN MAKEUP AND BEAUTY CARE		
3. Qualification code: SOC22SQ2L418		Total Number of Credits :162
4. Purpose of the qualification The holders of this qualification are expected to work as Beautician to perform range of beauty therapy treatments and services, including providing advanced beauty treatments, dermatology and microbiology, managing salon and develop entrepreneurship.		
5. Regulations for the qualification		National Certificate IV in Makeup and Beauty Care will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+11+12+13+14+15+16+17+18+19 (20+21 optional)
6. Schedule of Units		
Unit Title	Unit Title	Code
1.	General industry knowledge	SOC22S1U01V1
2.	Practice good work ethics	SOC22S1U02V1
3.	Follow health and safety practice in the salon	SOC22S1U03V1
4.	Client care and communication in Beauty-related industries	SOC22S1U04V1
5.	Promote products and services to clients in a salon	SOC22S1U05V1
6.	Provide facial skincare	SOC22S1U06V1
7.	Apply makeup	SOC22S1U07V1
8.	Provide manicure and pedicure treatments	SOC22S1U08V1
9.	Provide eyebrow treatments	SOC22S1U09V1
10.	Remove hair using waxing technique	SOC22S1U10V1
11.	Salon reception duties	SOC22S1U11V1
12.	Display stock to promote sales in salon	SOC22S1U12V1
13.	Provide advanced facial treatment	SOC22S2U01V1
14.	Design and apply make up for photography	SOC22S2U02V1
15.	Provide advanced waxing treatments	SOC22S2U03V1
16.	Dermatology and microbiology	SOC22S2U04V1
17.	Apply knowledge of skin biology to beauty treatments	SOC22S2U05V1
18.	Manage salon	SOC22S2U06V1
19.	Develop professionalism	SOC22S2U07V1

20.	Provide Eyebrow and Eyelash Treatments (optional)	SOC22S2U07V1
21.	Provide Nail Art (optional)	SOC22S2U07V1
7. Accreditation requirements	The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.	
8. Recommended sequencing of units	As appearing under the section 06	

UNITS DETAILS

Unit No.	Unit Title	Code	Level	No of credits
1.	General industry knowledge	SOC22S1U1V1	3	3
2.	Practice good work ethics	SOC22S1U02V1	3	3
3.	Follow health and safety practice in the salon	SOC22S1U03V1	3	3
4.	Client care and communication in Beauty-related industries	SOC22S1U04V1	3	3
5.	Promote products and services to clients in a salon	SOC22S1U05V1	3	3
6.	Provide facial skincare	SOC22S1U06V1	3	6
7.	Apply makeup	SOC22S1U07V1	3	3
8.	Provide manicure and pedicure treatments	SOC22S1U08V1	3	3
9.	Provide eyebrow treatments	SOC22S1U09V1	3	3
10.	Remove hair using waxing technique	SOC22S1U10V1	3	6
11.	Salon reception duties	SOC22S1U11V1	3	3
12	Display stock to promote sales in salon	SOC22S1U13V1	3	3
13	Provide advanced facial treatment	SOC22S2U13V1	4	18
14	Design and apply make up for photography	SOC22S2U14V1	4	18
15	Provide advanced waxing treatments	SOC22S2U15V1	4	18
16	Dermatology and microbiology	SOC22S2U16V1	4	18
17	Apply knowledge of skin biology to beauty treatments	SOC22S2U17V1	4	18
18	Manage salon	SOC22S2U18V1	4	15
19	Develop professionalism	SOC22S2U19V1	4	15
20	Provide Eyebrow and Eyelash Treatments (optional)	SOC22S2U20V1	4	6
21	Provide nail art (optional)	SOC22S2U21V1	4	6

Packaging of National Qualifications:

National Certificate III in Makeup and Beauty Care will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12

Qualification Code: SOC22SQ1L318

National Certificate IV in Makeup and Beauty Care will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19 (20+21 optional)

Qualification Code: SOC22SQ2L418

Competency Standard for

Beautician

Unit No	Unit Title
1.	General industry knowledge
2.	Practice good work ethics
3.	Follow health and safety practice in the salon
4.	Client care and communication in Beauty-related industries
5.	Promote products and services to clients in a salon
6.	Provide facial skincare
7.	Apply makeup
8.	Provide manicure and pedicure treatments
9.	Provide eyebrow treatments
10.	Remove hair using waxing technique
11.	Salon reception duties
12	Display stock to promote sales in salon
13	Provide advanced facial treatment
14	Design and apply make up for photography
15	Provide advanced waxing treatments
16	Dermatology and microbiology
17	Apply knowledge of skin biology to beauty treatments
18	Manage salon
19	Develop professionalism
20	Provide Eyebrow and Eyelash Treatments (optional)
21	Provide nail art (optional)

Description of BEAUTICIAN

Beauticians are responsible for undertaking a range of therapeutic facial and body care treatments and to improve their clients' appearance and well-being. Their skills are required by both women and men. They apply and sell make-up, skincare and other cosmetic products, treat skin conditions and provide beauty treatments such as facials, manicures and pedicures, waxing and therapies. They may also undertake some administrative work and should keep records of clients' treatments.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by a beautician in Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of beauty therapy training in Maldives. Competency standards used for similar type of training in other countries were also examined

This Course will provide theoretical knowledge to persons with specified practical skill to gain employment in the beauty industry and related fields.

On completion of the course, the graduates will have developed the skill and knowledge to work as a beauty therapist.

Unit 01

UNIT TITLE	General Industry Knowledge				
DESCRIPTOR	This unit deals with the skills and knowledge required to access, increase and update knowledge of the beauty industry and relevant industry legislation. This competency may apply to a range of roles in the workplace.				
CODE	SOC22S1U1V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Source information on the beauty industry	<ul style="list-style-type: none">1.1. Sources of information on the beauty industry are identified and accessed.1.2. Information is obtained to assist effective work performance within the industry.1.3. Information on related industries is sourced.1.4. Knowledge of the beauty industry is applied in the correct context to enhance quality of work performance.
2. Update beauty industry knowledge	<ul style="list-style-type: none">2.1 Identify and use a range of opportunities to update general knowledge of the beauty and fashion industry2.2 Monitor current issues of concern to the industry2.3 Share updated knowledge with customers and colleagues as appropriate, and incorporate into day-to-day work activities

Range Statement

This unit applies to all sectors of the beauty industry.

Information sources and opportunities to update knowledge may include:

- Media
- Reference Books
- Libraries
- Unions
- Industry Associations and Organisations
- Industry Journals
- Computer Data, Including Internet
- Personal Observations and Experience
- Industry Seminars or Training Courses
- Informal networking

Related industries may include but are not limited to:

- entertainment
- fashion
- health
- recreation
- retail

ASSESSMENT GUIDE

Forms of assessment

Assessment methods must be chosen to ensure that ability to develop and update knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- Case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- Questions to assess knowledge of different aspects of the beauty industry
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment context

Assessment must ensure:

- Project or work activities that allow the candidate to demonstrate the application of knowledge to specific beauty industry contexts and situations.

Critical aspects (for assessment)

Evidence of the following is critical:

- Ability to source industry information
- General knowledge of the beauty industry, including main roles, functions and inter-relationships of different sectors, with a more detailed knowledge

Assessment conditions

This is a core unit that underpins effective performance in all other units and combined training and assessment may be appropriate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Different sectors of the beauty and fashion industry and their inter-relationships• Overview of quality assurance in the industry and the roles and responsibilities of individual staff members in quality assurance• Overview of how to organise time and work in different industry contexts• Basic research skills:<ul style="list-style-type: none">- Identification of relevant information- Questioning techniques to obtain information• Time management• Basic computer skills needed to access the internet• Communication skills• Research skills	<ul style="list-style-type: none">• Time management• Basic computer skills needed to access the internet• Communication skills• Research skills

Unit 02

UNIT TITLE	Practice good work ethics				
DESCRIPTOR	This unit covers character development, establishing of good work habits and ethics foundational to a successful career				
CODE	SOC22S1U02V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Commitment	1.1. Priorities are made to achieve organizational goals and objectives 1.2. Perseverance and hard work to maintain the set priorities in order to achieve of organizational goals and objectives 1.3. Teachability and eagerness to learn 1.4. Demonstrate creativity in job role
2. Honesty	2.1 Dependable and accountable for the tasks being carried out 2.2 Courage to uphold what is true and admit when mistakes are made
3. Integrity	3.1. Demonstrating an ongoing commitment to do the right thing in every situation. 3.2. Conduct above-board and observe fairness in the course of training
4. Punctuality	4.1. Reporting to duty on time 4.2. Does not go absent without valid reasons 4.3. Adhering to leave application policies
5. Excellence	5.1. Overall striving, at times beyond stated responsibilities, in every aspect of the job, to be the best an individual can be.

Range Statement

Appropriate sources:

- 1.1 Supervisors
- 1.2 Instructors
- 1.3 Team Members
- 1.4 Customers

Resource:

- 3.1 One-on-One Mentorship
- 3.2 Peer-to-peer influence
- 3.3 Online research

Protocols:

4.1 Organizational goals and objectives

4.2 Duty rosters

4.3 Leave application policy

ASSESSMENT GUIDE

Form of assessment

- Direct Observation
- Peer Survey
- Oral Interview

Assessment context

- Competency is to be assessed individually on the job, which reflects a range of opportunities for character development
- Peer written survey may be conducted out of workplace at the end of the training period
- Independent Oral Interview at the end of the training period

Critical aspects

It is essential the competencies are fully observed over the course of the training period holistically, and evident that competencies, with emphasis to excellence, have been incorporated in the candidate's value system. This unit may be assessed in conjunction with all units, which form part of the normal job role.

Assessment conditions

- It is preferable that assessment reflects a process rather than an event and over a period of time
- Peer written survey may be conducted in a separate environment removed from the candidate to ensure objective evaluation
- Independent Oral Interview to be conducted in a conducive relaxed environment

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Honesty, integrity and punctuality are fundamental values of any profession• Pursuit of excellence is instrumental to personal development• Principles of accountability in the field of work• Right priorities contributing to achievement of organisational goals and objectives will lead to career advancement• Teachability, eagerness to learn, together with hard work and perseverance will spur creativity, resulting in success.	<ul style="list-style-type: none">• Ability to take ownership of organisational goals and objectives• Setting right priorities• Ability to look at the “big picture” and go above and beyond the stated responsibilities when situation calls for• Work hard, Work smart• Asking the right questions• Report for duty on time• Procedures and communication for leave application• Admit to failures and mistakes• Creative ideas for job performance and productivity

Unit 03

UNIT TITLE	Follow health and safety practice in the salon				
DESCRIPTOR	This unit covers the knowledge and skills required to observe workplace hygiene procedures in maintaining the personal presentation and grooming standard. This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.				
CODE	SOC22S1U03V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Protect self from infection risks.	<p>1.1 Select and use personal protective equipment and procedures to minimise infection risk when necessary.</p> <p>1.2 Follow hand washing procedures prior, during and after individual salon services.</p> <p>1.3 Cover non-intact skin with waterproof dressing.</p> <p>1.4 Handle and dispose of sharps correctly to prevent stick injuries according to regulations, standards and guidelines for clinical waste management.</p>
2. Apply organisational safety procedures.	<p>2.1 Follow safety directions of supervisors, managers, workplace safety warning signs and other nominated risk control measures.</p> <p>2.2 Promptly report unsafe work practices, including any bullying and harassment, and breaches of health, safety and security measures</p> <p>2.3 Apply manual handling procedures to all manual handling tasks.</p> <p>2.4 Identify and remove hazards from immediate workplace area and report work-related hazards and incidents to supervisor.</p> <p>2.5 Participate in workplace health and safety consultative processes and risk assessments for and contribute to risk control decisions.</p>
3. Use electricity safely.	<p>3.1 Take preventive measures to minimise static electricity in the salon.</p> <p>3.2 Use electrical equipment safely during treatments.</p>

	<p>3.3 Identify and report electrical faults or potential unsafe work practices.</p> <p>3.4 Store electrical equipment safely.</p>
4. Minimise infection risks in the salon environment.	<p>4.1 Take preventative action to minimise potential cross-infection risk between clients and between clients and colleagues.</p> <p>4.2 Use standard and additional precautions for treatments as required.</p> <p>4.3 Apply skin penetration guidelines to treatments as required.</p>
5. Follow infection control procedures.	<p>5.1 Select and use appropriate procedures, products and equipment for cleaning and disinfecting work surfaces and equipment prior to, during and after treatments.</p> <p>5.2 Dispose of single-use items and left over products immediately after use.</p> <p>5.3 Prevent blood to blood contact by following standard precautions of personal protection procedures.</p> <p>5.4 Clean blood or body fluid spills following the organisation procedure.</p> <p>5.5 Change towels and linen between clients, and use disposable treatment table coverings as required.</p> <p>5.6 Prevent contamination of products by following safe practices and using dispensers and single use spatulas.</p>
6. Follow procedures for emergency situations.	<p>6.1 Follow fire and emergency procedures including workplace evacuation.</p> <p>6.2 Identify designated personnel responsible for first aid and evacuation procedures.</p> <p>6.3 Identify and follow safety alarms.</p>
7. Clean salon.	<p>7.1 Routinely clean surfaces in workplace and maintain common areas in a safe and uncluttered manner minimising inconvenience to customers and staff.</p> <p>7.2 Mix and store cleaning chemicals according to manufacturer guidelines, safety data sheets and salon requirements.</p> <p>7.3 Store salon equipment to ensure cleanliness and readiness for next use.</p> <p>7.4 Safely dispose general waste and hazardous substances in designated bins to minimise negative environmental impacts.</p>

Range Statement

Hygiene procedures may include, not limited to:

- Regular hand washing
- Appropriate cleaning cloths
- Oral hygiene and personal hygiene
- Regular maintenance of haircut and facial hair, nails
- Ensure report for duty in clean fresh uniform

Tools, equipment and material used in this unit may include:

- Organisation guidelines to workplace hygiene
- cleaning and disinfection products
- cleaning and disinfection equipment for mixing and storage
- disposable spatulas, wipes, sponges, cotton wool and tissues
- electrical equipment

ASSESSMENT GUIDE

Forms of assessment

Competency in this unit may be assessed through:

- Practical examination
- Practical demonstration
- Direct observation through the training period

Assessment context

Skills must be demonstrated in a personal services salon environment; this can be:

- an industry workplace
- a simulated industry environment set up for the purpose of skills assessment, that provides services to paying members of the public.

Critical aspects (for assessment)

Assessment required evidence that the candidate:

- Followed hygiene procedures
- Identified and responded to hygiene risk
- Practiced personal grooming and hygiene
- administering first aid
- consultation
- electrical equipment
- infection control
- managing emergencies
- hazard identification, reporting and risk assessment
- dangerous incident and injury reporting
- working safely with beauty tools, equipment and hazardous substances

Assessment conditions

Assessment must reflect and events processes that occur over a period of time

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• workplace hazards and associated health, safety and security risks• dangerous incident and injury reporting• working safely with tools, equipment and hazardous substances• risk assessments• using administrative controls• personal protective equipment• safe work practices for own job role with particular emphasis on:<ul style="list-style-type: none">• safe use of tools and equipment• safe use and storage of hazardous substances and cleaning products• safe manual handling techniques for bending, lifting and shifting heavy items• potential injury and illness impacts of unsafe beauty work practices including bullying and harassment• health and hygiene when providing beauty treatments• skin penetration• infection control procedures relevant to salon treatments and to own job role:• equipment and work surface design, cleaning and disinfecting• handling and disposal of sharps• laundry procedures• personal hygiene practices• personal protective equipment organisational infection control procedures: <ul style="list-style-type: none">• cleaning sequence and rosters• preparation and use of cleaning chemicals• treatment procedures• process for managing exposure to infectious clients	<p>Oral communication skills to:</p> <ul style="list-style-type: none">• ask open and closed probe questions and actively listen to clarify workplace safety information and instruction• clearly present own viewpoint on workplace safety issues during consultation. <p>Reading skills to:</p> <ul style="list-style-type: none">• interpret and follow manufacturer instructions for safe use, dilution and storage of cleaning and disinfection products. <p>Writing skills to:</p> <ul style="list-style-type: none">• write legible workplace documentation such as completing incident reports to provide clear and succinct details. <p>Numeracy skills to:</p> <ul style="list-style-type: none">• calculate ratios of cleaning and disinfecting products and disinfection timing. <p>Teamwork skills to:</p> <ul style="list-style-type: none">• work collaboratively with colleagues to implement and follow safe work procedures.

<p>infectious agents and their relationship to salon treatments and service:</p> <ul style="list-style-type: none"> • viruses • bacteria • fungi • parasites <p>transmission routes of infectious diseases and their relationship to personal services and treatments:</p> <ul style="list-style-type: none"> • direct contact • non-intact skin • work surfaces • equipment • cross infection: • client to operator • operator to client • operator to operator <p>blood to blood infections:</p> <ul style="list-style-type: none"> • HIV/AIDS • hepatitis • contingency procedures for occupational exposure to blood and body fluid <ul style="list-style-type: none"> • appropriate selection and use of personal protective equipment relevant to own job role • immunisation protection for workers in the personal services industry • methods of cleaning procedures used in a salon environment • benefits of physical, thermal and chemical disinfection • different types, dilutions and storage of chemical disinfection products • safe use of electrical equipment and according to manufactures instructions relevant to own job role: <p>safety considerations:</p> <ul style="list-style-type: none"> • contingency plans and emergency procedures • effects of electrocution • factors affecting severity of electrical shock <p>how short circuits occur:</p> <ul style="list-style-type: none"> • faulty equipment or insulation • current that bypasses the load • how overloaded circuits occur: • faulty equipment 	
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<ul style="list-style-type: none"> excessive current through circuit <p>types of electrical safety devices:</p> <ul style="list-style-type: none"> earth leakage circuit breakers overload cut out devices: circuit breakers fuses surge protectors causes of static electricity and minimization in a salon environment. 	
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Unit 04

UNIT TITLE	Client care and communication in Beauty-related industries				
DESCRIPTOR	This unit describes the importance of health and safety in the occupation. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues, and customers.				
CODE	SOC22S1U04V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Welcome arriving clients.	1.1. Welcome arriving client promptly, warmly and by name, according to salon procedures 1.2. Focus attention completely on the client. 1.3. Indicate to client how long before the booked service will begin. 1.4. Make waiting client comfortable and offer reading material, according to salon procedures. 1.5. Notify senior operator of client's arrival.
2. Prepare clients for the service	2.1. Show client to relevant service area and ensure the client is safely and comfortably seated. 2.2. Indicate that senior operator will consult with client prior to service where relevant according to salon procedures. 2.3. Confirm service to be provided with senior operator where relevant.

	<p>2.4. Select and apply a clean gown or wrap and towels of suitable size for client, according to the planned service and salon procedures.</p> <p>2.5. Check that client is comfortable and offer additional reading material.</p>
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Range Statement

Client may include:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Salon procedures may include:

- client greeting procedures
- offering hospitality
- pre-service consultation by a senior operator
- client preparation for different salon services.

Service may include:

- eyebrow treatments
- skin care treatments
- make up
- waxing
- manicure, pedicure

Tools, equipment and material used in this unit may include:

- Relevant Procedure guidelines and manuals

ASSESSMENT GUIDE

Forms of assessment

This may include and not limited to:

- Observation
- Written Test
- Oral Questions and Answers

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of safe working practices. In the case of written test, it should be done in a classroom environment.

Critical aspects (for assessment)

Evidence of the following is essential:

- welcoming and interacting with clients, according to salon procedures
- providing hospitality to clients
- gowning clients for a range of salon services, according to salon procedures
- interpreting and following verbal instructions from senior operators.

Assessment conditions

Assessment must reflect and events processes that occur over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• range of services offered by the salon• salon procedures, such as:• meeting and greeting clients• preparing clients for salon services	<ul style="list-style-type: none">• interpersonal skills to interact with clients• communication skills to seek direction and advice from senior operators• technical skills to:• prepare clients for a range of services• literacy skills to interpret salon procedures

Unit 05

UNIT TITLE	Promote products and services to clients in a salon				
DESCRIPTOR	This unit describes the skills and knowledge required to promote products and services to clients in a salon, to expand both the clients and business.				
CODE	SOC22S1U05V1	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Promote products and services to clients	1.1. Explanations/demonstrations, where applicable, are conducted professionally 1.2. Product benefits and relevance of product to customer needs are highlighted during demonstration 1.3. Selling techniques are employed based on accepted and industry standards, legal requirements and enterprise policy
2. Establish on-sell opportunities	2.1. Clients interest areas and needs are identified 2.2. On-sell opportunities are assessed through knowledge of customer needs and interests, and enterprise products and services 2.3. Explanations are aligned to clients' interest areas and needs 2.4. Clients' needs for complementary products or services are determined
3. Recommend complementary products or services to clients	3.1. Complementary products or services of benefit to clients are identified 3.2. Benefits of product or service are discussed with clients 3.3. Cost estimates are prepared and documented

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Selling may include:

- face to face, telephone, direct mail and internet

Sales may include:

- individual customers
- organisational customers
- new products

ASSESSMENT GUIDE

Forms of assessment

Competency in this unit must be assessed through

- Oral examinations
- Direct observation of the course of the training

Assessment context

Assessment may be done in the workplace or in a simulated workplace setting

Critical aspects (for assessment)

- promoting products and services to customers and establishing on-selling opportunities
- communicating effectively with others involved in or affected by the work.

Assessment conditions

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• collect, organise and understand information related to customer information when collected and analysed for on-selling• communicate ideas and information when features and benefits are explained to customers• plan and organise activities when promotions are planned and organised• work with others and in a team by seeking involvement of team members• use mathematical ideas and techniques when cost estimates are prepared for promotions• establish diagnostic processes having cost and time limitations when considered in recommendations• use workplace technology related to business technology used to prepare cost estimates	<ul style="list-style-type: none">• oral and written communication skills for application• buyer behaviour• selling procedures/techniques• product and service promotional procedures for application• legislation/regulations/guidelines applicable to the industry sector• advertising codes of practice

Unit o6

UNIT TITLE	Provide facial skincare				
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to assess client's skin and apply facial treatment procedures using specialised products and electrical equipment for a range of skin conditions.				
CODE	SOC22S1U06V1	Level	3	Credit	6

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Conform treatment plan.	1.1 Access client's treatment plan. 1.2 Identify and note any variations to treatment plan. 1.3 Discuss and confirm the treatment plan with client. 1.4 Select treatment products according to agreed treatment plan, treatment product ingredients and manufacturer instructions.
2. Manage a facial massage service.	2.1 Prepare service area, operator and client for treatment according to relevant legislation and codes, workplace policies and procedures and treatment plan. 2.2 Select and sequence massage routine according to client treatment plan. 2.3 Use energy, water and other resources efficiently during treatment process to reduce negative environmental impacts. 2.4 Safely dispose of all waste to minimise negative environmental impacts according to workplace procedures.
3. Cleanse skin.	3.1 Cleanse and exfoliate treatment areas according to agreed treatment plan. 3.2 Perform skin steaming according to agreed treatment plan. 3.3 Treat minor skin conditions according to treatment plan. 3.4 Apply antibacterial or antiseptic lotions where required in treatment plan.
4. Perform massage.	4.1 Apply an appropriate massage medium according to treatment requirements. 4.2 Adapt application of massage movements to suit elasticity of skin, degree of subcutaneous fat, treatment products and client's relaxation needs. 4.3 Adapt length of the massage routine to suit client requirements.
5. Apply skin care products.	5.1 Select mask or mask s according to agreed treatment plan. 5.2 Apply and remove masks according to product manufacturer recommendations, relevant legislation and workplace policies and procedures. 5.3 Apply post-treatment skin care products according to the treatment plan.

<p>6. Review treatment and provide post-treatment advice.</p>	<p>6.1 Evaluate and note outcomes of treatment, make recommendations for further treatments and revise treatment plan accordingly.</p> <p>6.2 Advise client of suitable home-care products, treatments and appropriate lifestyle changes.</p> <p>6.3 Explain product use and demonstrate application as required.</p> <p>6.4 Explain possible adverse effects to client.</p> <p>6.5 Advise client of expected outcomes of future treatments.</p> <p>6.6 Rebook client according to agreed treatment plan.</p>
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Range Statement

Treatment plan must include:

- required treatments
- outcomes of any previous treatments
- facial areas requiring special treatment
- massage movements and routine
- contraindications
- relevant medical history and medications
- products
- tools and equipment
- post-treatment products
- home-care advice.

Variations to treatment plan may include:

- changes in client's physical condition
- changes to client requirements.

Clients may include:

- new or regular clients with routine or special needs
- female or male clients
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Treatment products may include:

- exfoliants:
- friction
- biological
- glycolic
- toning lotions
- moisturisers
- cosmetic treatment ampoules.

Workplace policies and procedures may include:

- health and hygiene
- selection of face and skin care products
- performance of manual facial massage
- time frame allocated for service

environmental protection practices, such as:

- waste minimisation
- recycling
- reuse
- energy efficiency, e.g. electricity saving devices and practices
- waste disposal
- resource management
- water efficiency.

Massage routine may include:

- rhythm
- repetition
- variation.

Treatment areas must include:

- face
- décolletage and shoulders
- back.

Skin steaming must include:

- towel
- vaporzone

Minor skin conditions may include:

- open comedones
- closed comedones
- milia.

Massage medium may include:

- oils
- creams.

Massage movements must include:

- effleurage
- petrissage
- tapotement
- vibration
- Friction

Masks may include:

- setting
- non-setting
- specialised.

Post -treatment skin care products may include:

astringent

- moisturiser
- sunblock.

Outcomes of treatment may include:

- appearance of skin
- adverse effects.

Recommendations for further treatments may include:

- scheduling of treatments
- electrical facial treatments
- body treatments.

Home -care products may include:

- cleansers
- toners
- moisturisers
- remedial products or specialised products.

Lifestyle changes may include:

- improved nutrition
- improved sleeping patterns
- sun protection
- alcohol reduction
- tobacco reduction.

Tools, equipment and materials required may include:

an environment, which includes as a minimum:

- individual client workstations
- adjustable facial couch with safe working access for operator and equipment
- magnifying lamp
- facial steamer or vaporzone
- facial massage products from a professional range
- appropriate supply of towels
- client gown or cover
- appropriate cleaning and disinfection products and equipment

relevant workplace documentation including:

- manufacturer's equipment instructions
- product instructions
- manufacturer safety data sheets
- workplace policies and procedures manuals
- a range of clients with different facial requirements.

ASSESSMENT GUIDE

Forms of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

Assessment may be conducted out of the workplace preferably in a computer classroom

Critical aspects (for assessment)

Assessment must show that the candidate:

- interpreting a treatment plan and making any adjustments required by variations in the client's condition
- recognising contraindications to facial massage
- preparing service area and clients for facial treatments
- applying and adapting safe and effective massage movements and routines to suit client requirements and reactions during treatments
- safely applying and removing selected facial treatment products used during treatment
- evaluating outcomes of facial massage treatments and advising client on future treatments.

Assessment conditions

Assessment may be conducted out of the work environment and may include assignments and projects

Resources required for assessment

Computer hardware with peripherals and appropriate software

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• relevant health and hygiene regulations• infection control procedures and application of universal precautions• workplace policies and procedures in regard to the facial massage• workplace environmental controls for cleaning and disposing of waste product and equipment• appearance of contraindications and adverse effects• effects and benefits of a defined range of skin care and facial treatment products• factors likely to affect:• suitability of each treatment for client needs• effects and benefits of each step in facial massage• anatomy and physiology of the skin and skin structures as they relate to facial massages, including:• simplified cross-section of skin	<p>technical skills to:</p> <ul style="list-style-type: none">• respond to contraindications and adverse effects• interpret treatment plans and adapt treatments to accommodate changes in client's physical conditions• apply a range of massage routines and movements to suit elasticity of skin, skin condition, degree of subcutaneous fat, treatment products and client's relaxation needs• apply a range of preparatory, skin care and massage products suitable to client's needs <p>communication skills to:</p> <ul style="list-style-type: none">• seek feedback and respond to questions• provide information and reassurance to client throughout the service• literacy skills to read and apply relevant workplace documents and manufacturers' product information

<ul style="list-style-type: none"> glands as they relate to basic skin function <p>skin chemicals, including sebum and sweat production:</p> <ul style="list-style-type: none"> normal and abnormal collagen elastin lipids phases of growth, cell renewal, healing of skin, and factors affecting epidermal mitosis normal process of skin ageing and structural change physiological basis of skin colour electromagnetic spectrum and effect of light on skin normal skin response to irritation and trauma scars, including hypertrophic and keloid (their origin and evolution) and abnormal scar tissue effects of treatments on physical structure of skin trans-epidermal water loss wound healing in different skin types and locations percutaneous absorption and factors affecting penetration of cosmetics normal body flora body systems in regard to their interdependence and purpose in relation to a healthy body and their relationship to skin, muscles and nerves, including: <ul style="list-style-type: none"> skeletal and muscular system, including muscle contractility and motor points, position and action of superficial muscles of the face, throat and chest nervous system and its relationship to skin sensations lymphatic, digestive, respiratory, and circulatory systems and their relationship to skin function, including thermoregulation and homeostasis endocrine and reproductive systems in relationship to hormonal control of skin basic nutrition guidelines and relationship between nutrition and healthy skin, particularly foods which may have an effect on skin or which may be contraindicated in combination with relevant skin conditions or products used in a treatment procedure chemical ingredients in relevant treatment products, particularly in regard to their likely effects on skin, the toxic 	<ul style="list-style-type: none"> time-management skills to manage time throughout the treatment.
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<p>effects of various substances and their contribution to premature ageing and possible contraindications in combination with other products or circumstances</p> <ul style="list-style-type: none">• causes of skin reactions and allergies in regard to treatments.	
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Unit 07

UNIT TITLE	Apply makeup				
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to apply standard make-up for clients' requirements.				
CODE	SOC22S1U07V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare to apply make-up	<ul style="list-style-type: none">1.1 Lay out work area to ensure quick and efficient application of make-up1.2 Use and care for make-up products and equipment according to manufacturer recommendation1.3 Dress performer/talent with required protective covering to protect hair and clothes1.4 Use suitable cleansing product to cleanse clients' face1.5 Implement health and hygiene requirements during preparation of make-up and cleansing procedure
2. Apply and finalise make-up	<ul style="list-style-type: none">2.1 Ensure clients comfort is maintained during make-up application and they are protected from hazards2.2 Apply products in sequence with appropriate applicators according to the make-up plan and health and hygiene requirements2.3 While applying make-up, explain procedures and products to clients as required2.4 Check that the final look meets the clients' requirements

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tools, equipment and materials required may include:

- blushes
- cleansers
- concealers
- eyeshadows (matte/frosted)
- fixative
- foundation (liquid/solid)
- lipsticks/lip glosses
- mascaras (powder, liquid, wand or block)
- moisturisers
- pencils
- powders
- pre-make-up products and stabilisers
- protective gels and creams

- sunscreens and toners.

ASSESSMENT GUIDE

Forms of assessment

- Continuous and holistic assessment is suitable for this unit.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment under the normal range of work conditions.

Critical aspects (for assessment)

- development of make-up plans that demonstrate an ability to:
- identify and deal with requirements of client
- select appropriate products and application techniques
- incorporate colour design principles into make-up designs
- correct make-up product application

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances over the normal range of work activities.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<p>industry knowledge, including:</p> <ul style="list-style-type: none"> • issues and challenges that arise in the context of providing make-up services • well-developed understanding of the interrelationship between face and body shapes and the elements and principles of make-up application <p>well-developed understanding of the following:</p> <ul style="list-style-type: none"> • colour design principles • colour wheel, primary, secondary, complementary colours, grey scale • tonal value • tone, value, hue and shade • knowledge of cosmetic chemistry/ingredients in relevant make-up products particularly in regard to their likely effects on the skin <p>techniques for determining the physical appearance of:</p> <ul style="list-style-type: none"> • various skin types • normal skin • abnormal skin • minor skin blemishes • awareness of the effect of changes created by specific make-up products and colour application techniques 	<p>communication, literacy and teamwork skills sufficient to:</p> <ul style="list-style-type: none"> • deal with clients tactfully and respectfully • discuss with clients their preferences and sensitivities regarding skin care • relate to people from diverse backgrounds and people with diverse abilities • interpret a range of workplace documentation • use time effectively to control product waste • work under pressure

Unit 08

UNIT TITLE	Provide manicure and pedicure treatments				
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to perform a range of manicure and pedicure services.				
CODE	SOC22S1U08V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare client for manicure or pedicure service.	<ul style="list-style-type: none"> 1.1 Prepare service area, client and self for manicure or pedicure service according to relevant legislation and codes and workplace policies and procedures. 1.2 Identify and evaluate client hand or foot characteristics and service requirements, provide advice and recommend a treatment plan. 1.3 Identify existing nail or skin conditions on client's hands or feet and note areas requiring special treatment. 1.4 Identify and explain contraindications, and refer client to an appropriate professional where required. 1.5 Select hand and skin care products according to treatment plan and confirm with client.
2. Perform a basic manicure or pedicure service.	<ul style="list-style-type: none"> 2.1 Select manicure or pedicure products and equipment and apply sequentially according to relevant legislation, manufacturer instructions, client requirements and workplace policies and procedures. 2.2 Cleanse client's hands or feet and nails according to agreed treatment plan. 2.3 Shape and file nails according to client requirements and treatment plan. 2.4 Apply exfoliation treatments according to treatment plan and manufacturer instructions. 2.5 Apply massage movements to hand and lower arm, or foot and leg, according to client requirements and treatment plan. 2.6 Apply polish or varnish according to manufacturer instructions and client requirements. 2.7 Use energy, water and other resources efficiently during treatment process to reduce negative environmental impacts. 2.8 Safely dispose of treatment waste to minimise negative environmental impacts. 2.9 Clean and disinfect or dispose of equipment according to relevant legislation and workplace policies and procedures.
3. Review treatment and provide post-treatment advice.	<ul style="list-style-type: none"> 3.1 Seek client feedback and record relevant outcomes of treatment on treatment plan. 3.2 Provide home-care advice to maintain skin and nails according to client needs. 3.3 Suggest future treatment program and make product recommendations according to client requirements. 3.4 Revise and confirm future treatment plan as required with the client. 3.5 Rebook client according to agreed treatment plan.

Range Statement

Clients may include:

- new or regular clients with routine or special needs
- male or female clients
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Manicure or pedicare services must include:

- shaping
- cuticle care
- nail varnish/polish (single or multi-layer) application of varying colours
- French manicure
- buffing
- callous rasping
- exfoliation.

Manicure or pedicare services may include:

- paraffin wax treatments
- hot oil treatments.

Relevant legislation and codes may include:

- federal, state or territory, and local health and hygiene regulations
- state or territory Acts and local regulations relevant to skin penetration
- occupational health and safety regulations
- industry codes of practice.

Workplace policies and procedures may include:

- health and hygiene
- workplace product range and manufacturer instructions

environmental protection practices, such as:

- waste minimisation
- recycling
- reuse
- energy efficiency, e.g. electricity saving devices and practices
- waste disposal
- resource management
- water efficiency
- workplace time frame allocated for service.

Treatment plan may include:

- dated record of client's current skin and nail analysis
- required services
- areas requiring special treatment
- products used
- varnish colour.

Contraindications may include:

- bacterial, viral or fungal infections
- warts
- inflamed skin

- visible non-normal nails
- rashes
- blisters, corns and calluses
- heel fissures
- bunions
- hammer toes
- circulatory problems.

Appropriate professional may include:

- medical practitioner
- complementary therapist
- podiatrist.

Manicure or pedicare products may include:

- sanitiser
- skin and cuticle massage and treatment creams
- paraffin wax treatment
- exfoliants
- remedial products
- cuticle remover or softener
- nail hardener
- nail soaking solution
- base coat
- varnish
- top coat
- drier
- thinner

Tools, equipment and material used in this unit may include:

Relevant pedicare and manicure tools and equipment such as

- nail clippers or scissors
- emery board, rasp, and file
- orange stick or cuticle pusher
- exfoliation cream
- paraffin wax bath
- buffer
- foot spa
- vibrating and whirlpool electric spa machine
- towels
- water bowls
- cleaning pod.

ASSESSMENT GUIDE

Forms of assessment

direct observation of learners performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate handling of a range of contingencies.

Assessment context

Assessment must ensure:

- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Critical aspects (for assessment)

Evidence of the following is critical:

- applying relevant health and hygiene regulations
- applying knowledge of the transmission routes of infectious hand and foot conditions and skills in the application of standard infection control precautions
- analysing client's nails and skin and designing and updating initial and ongoing treatment plans to meet client needs, including:
- contraindications
- areas requiring special treatment
- product application techniques
- after-care product advice
- interpreting and applying manufacturer instructions and safety data sheets for use of products, tools and equipment
- applying range of massage movements, including effleurage, petrissage and tapotement
- safely disposing of treatment waste according to workplace environmental control procedures
- evaluating manicure and pedicure services and advising the client on future treatments, home care and complementary products.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• infection control procedures and universal precautions• workplace policies and procedures in regard to manicure and pedicure services• appearance of contraindications and adverse effects• effects of changes created by complementary nail shapes and colour polish or varnish application• workplace product range• effects and benefits of a defined range of workplace manicure and pedicure products• care and cleaning requirements for manicure and pedicure implements• correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.	<ul style="list-style-type: none">• technical skills to:• analyse client's nails and skin and design a treatment plan• respond to contraindications and adverse effects• apply a range of manicure and pedicure products• apply massage movements, including effleurage, petrissage, tapotement, vibration and friction• apply infection control procedures• communication skills to discuss nail and skin analysis and the desired service outcome with the client• self-management skills to:• clean and maintain service area according to workplace policies and procedures designed to minimise negative environmental impact• dispose of waste materials in a manner that minimises negative environmental impact• literacy skills to read and apply product information and safety data sheets, and complete a treatment plan• numeracy skills to calculate required product quantities and service time.

Unit 09

UNIT TITLE	Provide eyebrow treatments				
DESCRIPTOR	This unit covers the competence in terms of knowledge and skills required to provide eyebrow treatments.				
CODE	SOC22S1U09V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. prepare themselves, the client and work area for eyebrow treatments	1.1 assess pre-treatment preparations for eyebrow use suitable consultation techniques to identify treatment objectives 1.2 interpret and accurately record the results of tests carried out prior to treatments 1.3 select products, tools and equipment to suit client treatment needs 1.4 assess facial characteristics prior to carrying out eyebrow treatments 1.5 communicate and behave in a professional manner
2. Perform brow treatment	2.1 communicate and behave in a professional manner 2.2 position themselves and the client correctly throughout the treatment 2.3 complete the treatment to the satisfaction of the client 2.4 provide suitable aftercare advice

Range Statement

Preparation:

- of therapist (personal hygiene/presentation, protective attire)
- of client (protective attire, secure hair, remove contact lenses, skin and hair preparation, cleansing, skin warming)
- salon requirements.

Preparation of work area:

- environmental conditions, e.g. heating, lighting, ventilation, atmosphere
- salon requirements.

Client consultation:

- consultation techniques (questioning, visual, manual, reference to client records)
- treatment objectives; assessing facial characteristics
- blepharitis, viral infections, bruising, eczema/psoriasis, contact dermatitis, hypersensitivity
clear recommendations
- agree treatment plan
- client confidentiality.

Products, tools and equipment for treatments:

- eyebrow shaping (tweezers, eyebrow brush, antiseptic solution, aftercare solution)
- cotton wool
- headband
- disposable gloves
- tissues

- sterilising dish
- mirror.

eyebrow treatments may include:

- eyebrow shaping

Communication and behaviour:

- professional manner
- communication (speaking, listening, body language, written)
- behaviour, e.g. polite, tactful, client rapport
- awareness of limits of own authority/responsibility, e.g. follow instructions.

Health and safety practices:

- sterilisation and sanitation methods
- safe use of tools and equipment; Personal Protective Equipment (PPE)
- waste disposal.

Treatment:

- use of products, tools/equipment and techniques to suit client
- ways of adapting treatment to suit client needs and facial characteristics, e.g. choice of eyebrow shape
- complete treatment to client's satisfaction
- record results
- contra-actions and response, e.g. redness and irritation, damp cotton wool compress.

Eyebrow shaping:

- eyebrow shapes (arched, rounded, angular, straight); measuring
- skin's normal reaction to eyebrow shaping treatments.

Aftercare advice:

- homecare (ways of avoiding contra-actions, maintenance)
- retail opportunities (products, future services).

Tools, equipment and material used in this unit may include:

- eyebrow shaping (tweezers, eyebrow brush, antiseptic solution, aftercare solution)
- cotton wool
- headband
- disposable gloves
- tissues
- sterilising dish
- mirror.

ASSESSMENT GUIDE

Forms of assessment

The following examples are appropriate for this unit:

- direct observation
- written or oral questions

Assessment context

Assessment must ensure:

- Real or simulated environment

Critical aspects (for assessment)

Demonstration of the following is critical:

- Be able to prepare for eyebrow treatments
- Be able to provide eyebrow treatment

Assessment conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• pre-treatment preparations for eyebrow treatment• select products, tools and equipment to treatment needs• facial characteristics	<ul style="list-style-type: none">• Provide eyebrow treatments• communicate and behave in a professional manner

Unit 10

UNIT TITLE	Remove hair using waxing technique				
DESCRIPTOR	This unit covers the competence in terms of knowledge and skills required to perform basic hair removal using waxing techniques.				
CODE	SOC22S1U10V1	LEVEL	3	CREDIT	6

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare for a waxing service.	<ul style="list-style-type: none">1.1 Prepare service area, client and self-according to relevant legislation and workplace policies and procedures1.2 Identify client requirements, characteristics and areas of skin or hair growth requiring special treatment, and recommend treatment plan.1.3 Identify and explain to client contraindications where present, and refer to an appropriate professional where indicated.1.4 Select procedure and products according to agreed treatment plan and confirm with client.
2. Perform waxing treatments.	<ul style="list-style-type: none">2.1 Prepare and clean waxing treatment areas according to workplace procedures.2.2 Prepare, apply and remove wax according to manufacturer instructions, and workplace policies and procedures.2.3 Remove all unwanted hair according to confirmed treatment plan.2.4 Maintain recommended wax temperature throughout service according to manufacturer instructions.2.5 Apply soothing after-wax product according to client requirements and workplace practice.2.6 Safely dispose of waste hair and wax product, to minimise negative environmental impacts according to health regulations and workplace policies and procedures.
3. Review treatment and provide post-treatment advice.	<ul style="list-style-type: none">3.1 Obtain client feedback and record relevant outcomes of treatment.3.2 Identify and explain any adverse effects to client, and treat where required.3.3 Recommend future treatment program according to client needs.3.4 Revise treatment plan as required.3.5 Provide home-care advice according to client needs.3.6 Make product recommendations according to client requirements.3.7 Rebook client according to agreed treatment plan.

Range Statement

Clients may include:

- male or female clients
- new or regular clients with routine or special needs

- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Treatment plan may include:

- required service
- procedures
- products
- tools and equipment
- follow-up treatments.

Contraindications may include:

- bacterial, viral or fungal infections
- rashes
- skin trauma
- impetigo
- scabies
- lice
- acne
- sunburn
- scar tissue and lesions
- varicose veins
- recent scars
- medications that cause skin thinning
- hypertrophic and keloid tendency
- other visible non-normal skin.

Products must include:

- strip wax
- hot wax.

Waxing treatment areas must include:

- legs
- arm and underarm
- lip
- chin
- eyebrow

Treatment areas may include:

- feet
- hands.

Soothing after -wax product may include:

- oil
- cream
- lotion.

Adverse effects may include:

- inflammation
- spotting of skin
- hive-like reactions
- ingrown hairs
- torn skin
- bruising
- broken capillaries
- infection of hair follicle
- burns
- bleeding from follicles.

Tools, equipment and material used in this unit may include:

- stable wax pot bench area with electricity supply in each workstation
- magnifying lamp
- temperature controlled hot wax pot
- cold wax pot
- supply of disposable spatulas
- trolley
- supply of disposable towels
- client gown or cover

- professional range of depilatory wax products
- soothing after-treatment products from workplace range
- personal protective equipment, including disposable gloves

ASSESSMENT GUIDE

Forms of assessment

The following examples are appropriate for this unit:

- direct observation
- review of documentation
- written or oral questions

Assessment context

Assessment must ensure:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit

Critical aspects (for assessment)

Evidence of the following is critical:

- applying relevant health regulations and workplace procedures regarding safe waxing treatments
- safely disposing of waste hair and wax according to workplace environmental controls
- safely and hygienically applying hot wax and strip waxing treatment services on various areas of face, hand and legs
- evaluating outcomes of waxing treatments and advising clients on future treatments, home care and complementary products
- using time effectively and controlling product waste.

Assessment conditions

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • modes of infectious disease transmission • difference between hygiene, disinfection and sterilisation • benefits of chemical and physical disinfection • methods of sterilisation and disinfection • infection control procedures • relevant health and hygiene regulations • relevant occupational health and safety regulations and requirements • infection control procedures and application of universal precautions • workplace policies and procedures in regard to depilatory wax treatments • workplace environmental controls for cleaning and disposing of waste wax product and equipment • appearance and management of contraindications and adverse effects • relevant workplace procedures • workplace product range and manufacturer instructions and safety data sheets • hair growth patterns • effects of waxing and tweezing on hair • growth cycle of hair and its relationship to waxing and tweezing • normal skin response to irritation and trauma • the following in regard to temporary hair removal treatments: <ul style="list-style-type: none"> • factors to take into account when referring a client to more lasting hair reduction services or to a medical practitioner • categories of wax and advantages of each • alternative progressive hair removal methods, e.g. infra-red and hair-retarding products used in conjunction with waxing procedures. 	<ul style="list-style-type: none"> • technical skills to: <ul style="list-style-type: none"> • respond to local contraindications and adverse effects • identify client characteristics and recommend treatment • safely perform waxing services within commercial time frames • literacy skills to: <ul style="list-style-type: none"> • read and interpret documents, such as manufacturer's product instructions, product safety data sheets and records of previous treatments • develop treatment plans and record treatment outcomes • numeracy skills to: <ul style="list-style-type: none"> • manage product quantities and wax temperature • manage time effectively

Unit 11

UNIT TITLE	Salon reception duties				
DESCRIPTOR	This unit is about the important skills of welcoming and receiving people entering the salon, handling enquires, making appointments, dealing with clients' payments and generally maintaining the reception area.				
CODE	SOC22S1U11V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Carry out salon reception duties	<ul style="list-style-type: none">1.1 deal with a variety of enquiries1.2 communicate and behave in a professional manner1.3 identify the nature of the enquiry1.4 deal with enquiries promptly and politely1.5 procedures for taking massages for a variety of enquiries1.6 how to deal with enquiries that cannot be dealt with promptly1.7 list salon services available, their duration and cost1.8 maintain appropriate levels of reception stationery1.9 maintain hygienic and tidy reception1.10 taking massages.
2. Book appointments	<ul style="list-style-type: none">2.1 schedule appointments to meet with salon policy and client requirements2.2 how to make and record appointments2.3 confirm and record client appointment details2.4 deal with confidential information to meet with salon and legal requirements2.5 potential consequences of failing to record appointments or massages accurately2.6 importance of passing on massages and appointment details to the appropriate colleagues2.7 outline the legislation designed to protect the privacy of client details2.8 consequences of a breach of confidentiality
3. Deal with payments	<ul style="list-style-type: none">3.1 calculate service costs accurately3.2 deal with payments for services and/or products to meet with salon policy3.3 follow security procedures when handling payments3.4 how to process different methods of payment3.5 how to deal with problems that may occur with payments3.6 how to keep payments safe and secure.

Range Statement

Tools, equipment and material used in this unit may include:
products, tools, equipment, materials suitable to perform salon reception duty.

ASSESSMENT GUIDE

Forms of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding

Assessment context

Real or simulated environment.

Critical aspects (for assessment)

Assessment and evidence should confirm the ability to:

1. carry out salon reception duties
2. book appointments
3. deal with payments.

Assessment conditions

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual when working with colleagues and offenders.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• procedures for taking massages for a variety of enquiries• how to deal with enquiries that cannot be dealt with promptly• salon services available, their duration and cost	<ul style="list-style-type: none">• Carry out salon reception duties• Book appointments• Settle payments• communicate and behave in a professional manner• confirm and record client appointment details• calculate service costs accurately

Unit 12

UNIT TITLE	Display stock to promote sales in salon				
DESCRIPTOR	This unit is about preparing, maintaining and dismantling an area for displaying promotional materials in the salon.				
CODE	SOC22S1U13V1	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. select materials/equipment to display	<ul style="list-style-type: none">1.1 select the materials, equipment and stock to use1.2 determine the location of the display to maximise its impact1.3 assemble the display carefully and safely1.4 label the displayed products clearly, accurately and in a manner consistent with legal requirements1.5 list the type of information required in order to plan a display effectively1.6 e safety considerations when assembling a display1.7 maintain the display area for the duration of the display period1.8 dismantle the display, restore the area and return stock to storage1.9 the safety considerations when dismantling a display, disposing of materials and returning stock to storage

Range Statement

The range statement relates to the unit of competency as a whole.

Tools, equipment and material used in this unit may include:

- products, samples, leaflets, display boards etc

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- direct observation
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Prepare the display area
 - selection of materials, equipment and stock e.g. products, samples, leaflets,
 - display boards
 - location to maximise impact e.g. reception area, window, merchandising unit
 - assembling display e.g. design, backdrop
 - labelling products clearly and accurately
 - safety considerations.
 - purpose of display
 - type of information required to plan a display
 - effects of effective location and design of display (attract attention, increase sales)

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• selection of materials, equipment and stock• labelling products clearly and accurately• type of information required to plan a display	<ul style="list-style-type: none">• creativity• assembling display

Unit 13

UNIT TITLE	Provide advanced facial treatment				
DESCRIPTOR	This unit describes a higher level of skills and knowledge required for the assessment of client's skin and the performance of advanced facial treatment procedures. This competency may apply to a range of roles in the workplace.				
CODE	SOC22S2U13V1	LEVEL	4	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Confirm treatment plan	1.1 Client's treatment plan is accessed. 1.2 Any variations to treatment plan are identified and noted. 1.3 Treatment plan is confirmed with client. 1.4 Products and equipment are identified and selected according to treatment plan.
2. Prepare client and work area for facial treatment	2.1 Service area, operator and client are prepared for treatment according to relevant legislation and workplace policies and procedures. 2.2 Massage routine is selected and sequenced according to client's treatment plan.
3. Prepare treatment area	3.1 Treatment area is cleansed and exfoliated according to treatment plan. 3.2 Skin steaming is performed according to treatment plan. 3.3 Minor skin conditions are treated according to relevant legislation and treatment plan. 3.4 Aftercare treatment is applied as required according to treatment plan.
4. Treat prematurely aged skin	4.1 Premature ageing of skin is assessed and possible cause/s discussed with client. 4.2 Massage routine is applied according to treatment plan. 4.3 Application of massage movements is varied to suit elasticity of skin, skin condition, degree of subcutaneous fat and treatment plan. 4.4 Micro current treatment is applied according to treatment plan. 4.5 Direct current treatment is applied using a combination of serums. 4.6 High frequency treatment is selected and applied according to treatment plan. 4.7 Soothing products are selected, applied and removed according to manufacturer instructions and treatment plan. 4.8 Length of treatment is suited to client requirements.

<p>5. Treat red, flushed skin (erythema)</p>	<p>5.1 Treatment routine is applied according to treatment plan.</p> <p>5.2 Application of massage movements is varied to suit to client requirements.</p> <p>5.3 Direct current treatments and serums are selected and applied according to treatment plan.</p> <p>5.4 Aftercare treatment is applied according to treatment plan.</p> <p>5.5 Soothing products are selected, applied and removed according to manufacturer instructions and treatment plan.</p> <p>5.6 Length of treatment is suited to client requirements.</p>
<p>6. Treat mature seborrhea and/or acne</p>	<p>6.1 Treatment routines combining different procedures are applied according to treatment plan.</p> <p>6.2 Skin exfoliation and steaming is performed according to treatment plan.</p> <p>6.3 Direct current treatments are selected and applied according to treatment plan.</p> <p>6.4 High frequency treatment is selected and applied according to treatment plan.</p> <p>6.5 Micro currents are applied according to treatment plan.</p> <p>6.6 Aftercare is treatment applied according to treatment plan.</p> <p>6.7 Soothing products are selected, applied and removed according to manufacturer instructions and treatment plan.</p> <p>6.8 Length of treatment is varied to suit client requirements.</p>
<p>7. Advise on further treatments</p>	<p>7.1 Client feedback is obtained and treatment plan amended as required.</p> <p>7.2 Adverse effects are noted and explained to client.</p> <p>7.3 Future treatment program is recommended according to client or specific treatment requirements.</p> <p>7.4 Client is advised of suitable homecare products and appropriate lifestyle changes as required.</p> <p>7.5 Complementary products are recommended according to client requirements, treatment plan and manufacturer specifications.</p> <p>7.6 Client is advised of expected outcomes of future treatments.</p> <p>7.7 Client is rebooked according to agreed treatment plan.</p>

Range Statement

Treatment plan may include but is not limited to:

- treatment/s
- products
- equipment
- contra-indications:
- bacterial, viral or fungal infections
- acne
- impetigo
- warts

- lice
- scabies
- rashes
- boils/carbuncles
- sun burn
- candidiasis
- metal implants/pacemaker
- heart conditions
- other visible non-normal skin
- adverse effects
- duration/frequency of treatments.

Variations to treatment plan may include but are not limited to:

- changes in client's physical condition
- changes in client requirements.

Clients may include but are not limited to:

- new or regular clients with routine or special needs.

Products may include but are not limited to:

- cleansers
- exfoliants:
- friction
- biological
- chemical
- setting masks
- non-setting masks
- specialised masks
- toning lotions
- moisturisers
- oils
- serums.

Equipment must include:

- direct high frequency
- high frequency indirect treatment
- galvanic
- steamer/vaporzone
- micro current
- static and pulsating vacuum suction

Equipment may include but is not limited to:

- indirect high frequency
- low level intensity laser
- neuromuscular electronic stimulator/low frequency.

Relevant legislation may include but is not limited to:

- Federal, State and local health and hygiene regulations
- Occupational Health and Safety regulations
- industry Codes of Practice.

Workplace policies and procedures may include but are not limited to:

- health and hygiene
- selection of face and skin care products
- performance of advanced facial treatments
- time frame allocated for the performance of the service
- room temperature adjustment.

Massage routine may include but is not limited to:

- rhythm
- repetition

- variation.

Treatment area may include:

- face
- décolletage
- back.

Skin steaming may include but is not limited to:

- steamer.

Minor skin conditions may include but are not limited to:

- open comedones
- closed comedones
- milia.

Aftercare treatment may include but is not limited to:

- antibacterial/antiseptic lotion
- low-intensity laser.

Premature ageing of skin may include but is not limited to:

- leathery, blotchy appearance
- extensive, deep wrinkling
- loss of elasticity
- thickened epidermis.

Possible cause/s may include but are not limited to:

- sun damage
- diet
- environmental pollutants:
- tobacco
- alcohol
- climatic conditions
- lifestyle conditions.

Massage movements must include:

- effleurage
- petrissage
- tapotement
- vibration
- friction
- pressure point.

Direct current treatments must include but are not limited to:

- iontophoresis
- desincrustation

Serums may include but are not limited to:

- vasoconstrictive
- anti inflammatory.

High frequency treatments must include:

- direct.

High frequency treatments may include:

- indirect.

Soothing products may include but are not limited to:

- masks
- oils.

Client feedback may include but is not limited to

- comments
- suggestions
- enquiries.

Adverse effects may include:

- erythema or inflammatory reaction to skin care products or massage medium
- skin blemishes due to massage stimulation.
- allergic reactions of the skin or body to treatments or products.

Future treatment program may include but is not limited to:

- facial treatments
- diathermy.

Tools, equipment and material used in this unit may include:

- Books
- Articles
- Computer With internet.

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Knowledge and consistent application of workplace policies and procedures and the application of safe work practices in regard to the performance of advanced facial treatments.
- Knowledge of the transmission routes of infectious conditions and skills in the applications of standard infection control precautions.
- Recognising and managing contra-indications and adverse effects.
- Knowledge and skill in the application of electrical currents.
- Reading, accurately interpreting and consistently applying manufacturer instructions for products, tools and equipment.
- Consistently using effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality.
- Interpreting a treatment plan and making any adjustments required by variations in the client's condition.
- Selecting and applying massage movements of varying length to suit elasticity of skin, degree of subcutaneous fat and client's relaxation needs.
- Knowledge and skill in the application of a variety of treatment products, equipment and massage mediums/lubricants.
- Knowledge and skill in the application of a variety of facial treatments routines and procedures.

- Consistently using time effectively and controlling product waste.
- Accurately and legibly recording relevant treatment data and outcomes throughout the service.
- Evaluating a facial treatment and advising the client on future treatments, homecare and complementary products.

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • The provisions of relevant health and hygiene regulations/requirements and skin penetration legislation. • The provisions of relevant Occupational Health and Safety regulations/requirements Infection control procedures and the application of universal precautions. • Workplace policies and procedures in regard to the performance of an advanced facial treatment. • The appearance of contra-indications and adverse effects. • The effects and benefits of a defined range of workplace skin care and facial treatment products. • Factors likely to affect the suitability of each treatment to client needs and the effects and benefits each step in advanced facial treatments. • Anatomy and physiology of the skin and skin structures as it relates to beauty treatments, including: <ul style="list-style-type: none"> ○ a simplified cross-section of skin ○ glands as they relate to basic skin function ○ skin chemicals, including sebum and sweat production, normal and abnormal, collagen, elastin and lipids ○ phases of growth, cell renewal, healing of skin and factors affecting epidermal mitosis ○ normal process of skin ageing and structural change ○ physiological basis of skin colour ○ electromagnetic spectrum and effect of light on the skin ○ normal skin response to irritation and trauma ○ scars, including hypertrophic and keloid (their origin and evolution) and abnormal scar tissue ○ the effects of treatments on the physical structure of the skin ○ trans-epidermal water loss 	<ul style="list-style-type: none"> • Responding to contra-indications and adverse effects. • Interpreting the treatment plan and identifying and • adjusting to any changes in the client's condition. • Identifying the physical appearance of: <ul style="list-style-type: none"> • various skin types • normal skin • abnormal skin conditions • minor skin blemishes. • Applying products and electrical currents to meet the treatment plan. • Responding to questions and providing information and reassurance to the client throughout the service. • Language, literacy and numeracy skills relevant to the role and workplace requirements. • Responding to contra-indications and adverse effects. • Interpreting the treatment plan and identifying and • adjusting to any changes in the client's condition. • Identifying the physical appearance of: <ul style="list-style-type: none"> • various skin types • normal skin • abnormal skin conditions • minor skin blemishes. • Applying products and electrical currents to meet the treatment plan. • Responding to questions and providing information and reassurance to the client

<ul style="list-style-type: none"> ○ wound healing in different skin types and locations. ○ percutaneous absorption and factors affecting penetration of cosmetics ○ normal body flora. • The body systems as listed below, in regard to their interdependence and purpose in relation to a healthy body and their relationship to the skin, muscles and nerves: <ul style="list-style-type: none"> ○ skeletal and muscular system, including muscle contractibility and motor points, position and action of superficial muscles of the face, throat and chest ○ nervous system and its relationship to skin sensations ○ lymphatic, digestive, respiratory, and circulatory systems and their relationship to skin function including thermoregulation and homeostasis ○ endocrine and reproductive systems in relationship to hormonal control of the skin. ○ Knowledge of the principles and properties of electricity as they relate to advanced facial treatments. ○ Basic nutrition and the relationship between nutrition and healthy skin, particularly foods which may have an effect on the skin or which may be contra-indicated in combination with relevant skin conditions or products used in a treatment procedure. ○ Cosmetic chemistry/ingredients in relevant treatment products particularly in regard to their likely effects on the skin, the toxic effects of various substances and their contribution to premature ageing and possible contra-indications in combination with other products or circumstances. ○ The operator's legal and insurance liabilities and responsibilities in regard to services and use and preparation of treatment products. ○ The causes of skin reactions/allergies in regard to treatments. 	<p>throughout the service.</p> <p>Language, literacy and numeracy skills relevant to the role and workplace requirements.</p>
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Unit 14

UNIT TITLE	Design and apply make up for photography				
DESCRIPTOR	This unit describes the skills and knowledge required to design and apply suitable make-up for a range of photographic contexts. This competency may apply to a range of roles in the workplace.				
CODE	SOC22S2U14V1	LEVEL	4	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare client	1.1 Client is prepared for service. 1.2 Contra-indications are identified, explained to client and referred to appropriate professional where required. 1.3 Client's skin type/condition is assessed to determine appropriate product application techniques.
2. Cleanse face	2.1 Suitable cleansing products are identified for client's skin type/different areas of face. 2.2 Client's skin is cleansed thoroughly.
3. Analyse face	3.1 Client's facial shape is identified and noted. 3.2 Areas requiring corrective/ camouflage make-up are identified and noted and client and/or photographer/stylist is advised accordingly. 3.3 Facial areas requiring highlighting and shading are assessed to determine correct product application.
4. Analyse context	4.1 Required context is determined and agreed with client and/or photographer/stylist. 4.2 Colour physics are identified and applied to lighting techniques, wardrobe, background, artificial and natural light, studio or location and time of day. 4.3 Chemical reactions under given conditions for relevant products are identified. 4.4 Image is identified for black and white and colour photography. 4.5 Photography procedures and techniques and their relationship to make-up design are identified. 4.6 Lighting type, position, reflectors and absorbers, natural and artificial are identified. 4.7 Film stock is identified and make-up plan is adjusted accordingly.
5. Apply make-up	5.1 Make-up plan is identified and agreed with client and/or photographer/stylist. 5.2 Make-up products, tools and equipment are selected. 5.3 Make-up products, tools and equipment are applied sequentially in accordance with make-up plan, manufacturer recommendations, relevant legislation and workplace procedures and policies. 5.4 Make-up application result is evaluated against photographer's/stylist's/client's expectations and specified outcomes. Monitor client's response and vary

	<p>the procedure according to the situation.</p> <p>5.5 Allow sufficient treatment recovery time in a relaxing environment.</p>
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Range Statement

Clients may include but are not limited to:

- new or regular clients with routine or special needs.

Contra-indications may include but are not limited to:

- bacterial, viral or fungal infections
- acne
- impetigo
- warts
- lice
- scabies
- rashes
- boils/carbuncles
- sun burn
- candidiasis
- other visible non-normal skin.

Skin types/conditions may include but are not limited to:

- normal
- dry
- oily
- combination
- sensitive
- mature
- pigmented
- couperose
- damaged.

Cleansing products may include but are not limited to:

- soaps
- milks
- creams.

Context may include but is not limited to:

- business
- social
- day/evening
- wedding
- black and white
- colour
- glamour
- drama
- fashion
- commercial
- special occasion
- catwalk.

Make-up plan may include but is not limited to:

- products
- tools and equipment
- areas requiring make-up application:
- face
- décolletage
- hands
- feet
- face analysis
- application techniques
- wardrobe
- background.

Make-up products may include but are not limited to:

- pre-make-up products and stabilisers
- concealers
- foundation (liquid/solid) water based and oil based with varying degrees of coverage and pigmentation
- powders
- eyeshadows
- blushes
- mascaras (powder, liquid, wand)
- artificial lashes
- lipsticks
- pencils.

Tools and equipment may include but are not limited to:

- brushes
- sponges
- applicators
- pallets
- lash curlers
- tweezers
- magnifying mirror
- containers/tray etc.
- pencil sharpeners
- spatulas
- make-up box.

Tools, equipment and material used in this unit may include:

Make up products, tools and equipment

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Knowledge and consistent application of workplace policies and procedures and safe work practices in regard to designing and applying make-up for photography.
- Knowledge and consistent application of Federal, State and local health and hygiene regulations.
- Recognising and managing contra-indications and adverse effects.
- Knowledge of the transmission routes of infectious conditions and skills in the application of standard infection control precautions.
- Reading, accurately interpreting and consistently applying manufacturer instructions for products, tools and equipment.
- Consistently using effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality.
- Analysing the client's face and the image/opportunity/basic wardrobe and designing and recording a make-up plan, including:
 - facial areas requiring highlighting/shading
 - product application techniques
 - areas requiring corrective make-up.
- Knowledge and skill in the application of a variety of make-up products for different skin types and contexts.
- Consistently using time effectively and controlling product waste.
- Evaluating a make-up and advising the photographer/stylist where applicable.

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • The provisions of relevant health and hygiene regulations/requirements. • The provisions of relevant Occupational Health and Safety regulations/requirements. • Workplace policies and procedures in regard to the performance of a photographic make-up service. • The appearance of contra-indications and adverse effects. • Face and body shapes and their relationship to the elements and principles of design. • Anatomy and physiology of the skin and skin structures as it relates to make-up services, including a simplified cross-section of skin. • The body systems as listed below, in regard to their relationship to facial and body shapes and to the skin, muscles and nerves: <ul style="list-style-type: none"> • skeletal and muscular nervous system and its relationship to skin sensations • circulatory system in regard to its relationship to skin function. • Cosmetic chemistry/ingredients in relevant make-up products, particularly in regard to their likely effects on the skin. • The following in regard to make-up services: <ul style="list-style-type: none"> • effects of lighting on cosmetics • colour design principles • colour wheel, primary, secondary, complementary colours, grey scale • black and white photography • black and white/ colour reproduction • tonal value • differences between tone, value, intensity, hue and shade. 	<ul style="list-style-type: none"> • Responding to contra-indications and adverse effects. • Analysing the client's face and designing a make-up plan using the following information: <ul style="list-style-type: none"> • colour analysis • skin analysis • lighting analysis. • Determining the physical appearance of: <ul style="list-style-type: none"> • various skin types • abnormal skin conditions • minor skin blemishes. • Applying a range of cleansing and make-up products and techniques. • Language, literacy and numeracy skills relevant to the role and workplace requirements.

Unit 15

UNIT TITLE	Provide advanced waxing treatments				
DESCRIPTOR	This unit covers the competence in terms of knowledge and skills required to perform advanced waxing treatments.				
CODE	SOC22S2U15V1	LEVEL	4	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare for a waxing service.	<ol style="list-style-type: none">1.1 Prepare service area, client and self-according to relevant legislation and workplace policies and procedures1.2 Identify client requirements, characteristics and areas of skin or hair growth requiring special treatment and recommend treatment plan.1.3 Identify and explain to client contraindications where present, and refer to an appropriate professional where indicated.1.4 Select procedure and products according to agreed treatment plan and confirm with client.
2. Perform different and specialized waxing treatments.	<ol style="list-style-type: none">2.1 Prepare and clean waxing treatment areas according to workplace procedures.2.2 Prepare, apply and remove wax according to manufacturer instructions, and workplace policies and procedures.2.3 Prepare, apply and remove hair using different and specialized waxing techniques according to clients need.2.4 Remove all unwanted hair according to confirmed treatment plan.2.5 Maintain recommended wax temperature throughout service according to manufacturer instructions.2.6 Apply soothing after-wax product according to client requirements and workplace practice.2.7 Safely dispose of waste hair and wax product, to minimise negative environmental impacts according to health regulations and workplace policies and procedures.
3. Review treatment and provide post-treatment advice.	<ol style="list-style-type: none">3.1 Obtain client feedback and record relevant outcomes of treatment.3.2 Identify and explain any adverse effects to client and treat where required.3.3 Recommend future treatment program according to client needs.3.4 Revise treatment plan as required.3.5 Provide home-care advice according to client needs.3.6 Make product recommendations according to client requirements.3.7 Rebook client according to agreed treatment plan.

Range Statement

Clients may include:

- male or female clients
- new or regular clients with routine or special needs
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Treatment plan may include:

- required service
- procedures
- products
- tools and equipment
- follow-up treatments.

Contraindications may include:

- bacterial, viral or fungal infections
- rashes
- skin trauma
- impetigo
- scabies
- lice
- acne
- sunburn
- scar tissue and lesions
- varicose veins
- recent scars
- medications that cause skin thinning
- hypertrophic and keloid tendency
- other visible non-normal skin.

Products must include:

- strip wax
- hot wax.
- Cold wax
- Specialized wax etc

Waxing treatment areas must include:

- legs
- arm and underarm
- bikini
- Brazilian
- French

Soothing after -wax product may include:

- oil
- cream
- lotion.

Adverse effects may include:

- inflammation
- spotting of skin
- hive-like reactions
- ingrown hairs
- torn skin
- bruising
- broken capillaries
- infection of hair follicle
- burns
- bleeding from follicles.

Tools, equipment and material used in this unit may include:

- stable wax pot bench area with electricity supply in each workstation
- magnifying lamp
- temperature controlled hot wax pot
- cold wax pot
- supply of disposable spatulas
- trolley
- supply of disposable towels
- client gown or cover
- professional range of depilatory wax products
- soothing after-treatment products from workplace range
- personal protective equipment, including disposable gloves

ASSESSMENT GUIDE

Forms of assessment

The following examples are appropriate for this unit:

- direct observation
- review of documentation
- written or oral questions

Assessment context

Assessment must ensure:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit

Critical aspects (for assessment)

Evidence of the following is critical:

- applying relevant health regulations and workplace procedures regarding safe waxing treatments
- safely disposing of waste hair and wax according to workplace environmental controls
- safely and hygienically applying hot wax, strip waxing etc treatment services on various areas of the body
- evaluating outcomes of waxing treatments and advising clients on future treatments, home care and complementary products
- using time effectively and controlling product waste.

Assessment conditions

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • modes of infectious disease transmission • difference between hygiene, disinfection and sterilisation • benefits of chemical and physical disinfection • methods of sterilisation and disinfection • infection control procedures • relevant health and hygiene regulations • relevant occupational health and safety regulations and requirements • infection control procedures and application of universal precautions • workplace policies and procedures in regard to depilatory wax treatments • workplace environmental controls for cleaning and disposing of waste wax product and equipment • appearance and management of contraindications and adverse effects • relevant workplace procedures • workplace product range and manufacturer instructions and safety data sheets • hair growth patterns • effects of waxing and tweezing on hair • growth cycle of hair and its relationship to waxing and tweezing • normal skin response to irritation and trauma • the following in regard to temporary hair removal treatments: <ul style="list-style-type: none"> • factors to take into account when referring a client to more lasting hair reduction services or to a medical practitioner • categories of wax and advantages of each • alternative progressive hair removal methods, e.g. infra-red and hair-retarding products used in conjunction with waxing procedures. 	<ul style="list-style-type: none"> • technical skills to: <ul style="list-style-type: none"> • respond to local contraindications and adverse effects • identify client characteristics and recommend treatment • safely perform waxing services within commercial time frames • literacy skills to: <ul style="list-style-type: none"> • read and interpret documents, such as manufacturer's product instructions, product safety data sheets and records of previous treatments • develop treatment plans and record treatment outcomes • numeracy skills to: <ul style="list-style-type: none"> • manage product quantities and wax temperature • manage time effectively

Unit 16

UNIT TITLE	Dermatology and microbiology				
DESCRIPTOR	This unit is about dermatology and microbiology. Learners will develop knowledge about the structures, functions, diseases and disorders of the skin, hair and nails, and factors affecting their growth. Learners will also culture bacteria and relate this to salon hygiene.				
CODE	SOC22S2U16V1	LEVEL	4	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. identify the anatomical structures of the skin, nails and hair	1.1 describe the functions of the skin, nails and hair 1.2 describe the factors that affect the growth of hair and nails 1.3 describe the factors that cause changes in the appearance of the skin, which are associated with ageing 1.4 describe the signs and causes of noninfectious diseases and disorders of the skin, hair and nails that contraindicate treatment 1.5 describe the signs and causes of infectious disorders of the skin hair and nails that contraindicate treatment
2. prepare themselves and the work area for the culturing of bacteria	2.1 select materials, tools and equipment needed to culture bacteria 2.2 devise an experiment to culture bacteria 2.3 describe the laboratory requirements for preparing themselves and the work area for culturing bacteria
3. follow health and safety working practices when investigating the culturing of bacteria	3.1 explain how to follow health and safety working practices when investigating the culturing of bacteria 3.2 describe hygiene procedures that can be used to reduce the risk of cross-contamination in the salon. 3.3 describe the conditions required to successfully cultivate bacteria 3.4 describe the structure, lifecycle and transmission of micro-organisms

Range Statement

Structure of skin:

- epidermis (stratum corneum, stratum lucidum, stratum granulosum, stratum spinosum, stratum germinativum)
- dermis (papillary layer, reticular layer)
- subcutaneous layer (lipocytes). Structure of hair:
- types of hair (vellus, terminal)
- cuticle
- medulla
- cortex.

Structure of nails:

- matrix
- mantle
- nail bed
- lunula
- lateral nail fold
- nail groove
- nail plate
- nail wall

- cuticle (eponychium, perionychium)
- hyponychium
- free edge.

Functions of skin, nails and hair:

- skin (protection (physical, chemical, against ultra-violet light) defense, sensitivity, heat regulation, production of vitamin D)
- nails (protection, enhancing sensation, increasing dexterity)
- hair (insulation, protection, soaking up sweat, differentiation between the sexes).

Factors that affect growth of terminal hair and nails:

- hair growth (anagen, catagen, telogen)
- nail growth (keratinisation)
- diet
- seasonal changes
- endocrine disorders
- changes associated with ageing
- trauma.

Factors that cause ageing of skin:

- biological
- collagen and elastin structure
- environmental exposure to prolonged sunlight
- smoking
- poor diet.

Diseases and disorders (contra-indications) of skin:

- non-infectious (dermatitis, eczema, naevi, vitiligo, chloasma, psoriasis, sebaceous cysts, acne vulgaris, milia, acne rosacea, basal cell carcinoma, melanoma)
- infectious (folliculitis, carbuncle, impetigo, warts, herpes simplex, herpes zoster, candida, tinea pedis, scabies)
- signs (appearance, redness, weeping, dry patches, itchiness)
- causes (directly by cross contamination from person to person, indirectly by cross contamination from towels, couch covers, hormonal influences, allergies, poor hygiene, poor diet).

Diseases and disorders (contra-indications) of hair:

- non-infectious, e.g. alopecia, dandruff endocrine-related
- infectious, e.g. lice infestation
- signs (appearance, redness, weeping, dry patches, itchiness)
- causes (directly by cross-contamination from person to person, indirectly by cross contamination from towels, couch covers, hormonal influences, allergies, poor hygiene, poor diet).

Diseases and disorders (contra-indications) of nails:

- non-infectious, e.g. abnormal colouration, hangnail, ingrowing nails
- infectious, e.g. contact dermatitis
- signs (appearance, redness, lines or grooves, white spots, bruising, black lines, discolouration)
- causes (directly by cross contamination from person to person, indirectly by cross contamination from towels, couch covers, hormonal influences, allergies, poor hygiene, poor diet, trauma to the nail).

Preparation:

- of themselves
- of work area
- laboratory requirements (sterilising equipment).

Materials, tools and equipment:

- solid medium (agar)
- broth
- selective media
- petri dishes
- loops
- culture tubes
- incubator
- protective clothing, cotton swabs.

Experiment:

- process of culturing bacteria (batch, continuous, plates, slopes, stabs, streaks)
- handling techniques.

Health and safety practices:

- safe handling of micro-organism
- safe disposal of contaminated material.

Investigation:

- measurement (total cell count, viable cell count, serial dilution).

Conditions required for cultivating bacteria:

- water
- nutrition
- temperature
- pH
- oxygen
- osmotic factors.

Micro-organisms:

- bacteria
- viruses
- fungi
- protoctista
- parasites.

Structure of micro-organisms:

- bacteria shapes (bacilli, spirilla, cocci)
- bacterium cell structure (cell wall, capsule, flagella, nucleoid, endospores, cytoplasm, plasma membrane, ribosomes, granules)
- virus cell structure (capsid, nucleic acid, protein envelope)
- fungus cell structure (dermatophytes, pseudomycelium, chlamydospores, buds, hyphae, filamentous, septa).

Lifecycle and transmission of micro-organism:

- lifecycle (reproduction (asexual, sexual), growth curve)
- transmission (direct, indirect, ingestion, airborne, vectors, droplets, body fluids, contaminated objects).

Hygiene procedures in salon:

- health and safety (handling techniques, aseptic techniques, sterilisation and sanitation methods, correct clothing, disposal of contaminated materials, heat treatment, disinfectants, UV treatment, irradiation).

Tools, equipment and material used in this unit may include:

Relevant documents and equipment

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Know the structure and functions of the skin, hair and nails preparing massage area and clients for massage treatments
- Know the diseases and disorders of the skin, hair and nails
- Be able to prepare for the culturing of bacteria
- Be able to investigate the conditions required for the successful growth of bacteria and relate this to salon hygiene

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Knowledge of the diseases and disorders of the skin, hair and nails• Preparation for culturing of bacteria.• Materials, tools and equipment.• Techniques and methods.• Experiment to culture bacteria.• Health and safety practices.• Practical investigation.• Conditions required for cultivating bacteria.• Micro-organisms (type, structure, lifecycle, transmission).• Hygiene procedures in the salon.	<p>technical skills to:</p> <ul style="list-style-type: none">• Carry out the cultivating of bacteria• Handle and use materials, tools and equipment• prepare service area for experiment according to procedures and workplace practices• identify the diseases and disorders of the skin, hair and nails <p>communication skills to:</p> <ul style="list-style-type: none">• seek feedback and respond to questions <p>literacy skills to:</p> <ul style="list-style-type: none">• read and apply relevant documents

Unit 17

UNIT TITLE	Apply knowledge of skin biology to beauty treatments				
DESCRIPTOR	This unit describes the knowledge required to apply the principles of skin biology to beauty treatments. This competency will apply to a range of beauty treatments and roles in the workplace.				
CODE	SOC22S2U17V1	LEVEL	4	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Apply knowledge of skin structure and function to beauty treatments	1.1 The relevant principles of skin biology are identified and applied to the performance of beauty treatments according to relevant legislation and workplace policies and procedures. 1.2 The anatomical structure of the epidermis, dermis and hypodermis are identified. 1.3 The main functions and roles of the skin are identified. 1.4 The structure, function, distribution and development of the glands of the skin are identified. 1.5 Skin colour and reaction to light are identified and related to the performance of beauty treatments. 1.6 The role of the skin in homeostasis and thermoregulation is identified. 1.7 The process of primary and secondary melanization is identified. 1.8 The process of primary and secondary erythema is identified. 1.9 The role of the skin as a sense organ and variations in sensory perception are identified and their importance in a range of beauty treatments is noted.
2. Apply knowledge of the structure and function of hair to beauty treatments	2.1 The main functions and role of hair and the gross structural features of the pilosebaceous unit are identified. 2.2 The structural and cellular features of hair and hair follicles are identified. 2.3 The process of hair growth and the hair growth cycle is identified and related to beauty treatments. 2.4 The effects of beauty treatments on hair are identified and related to the performance of beauty treatments.
3. Promote skin health and care	3.1 Knowledge of skin biology is applied to the performance of beauty treatments to maximise the promotion of skin health and care. 3.2 Knowledge of environmental damage to skin applied to minimise skin changes. 3.3 Damage to skin is minimised when performing beauty treatments particularly in regard to hair removal and skin or hair colouration. 3.4 The relevant principles of skin biology are applied in the provision of aftercare service and advice.

Range Statement

The main functions and role of the skin may include:

- the integumentary system
- relevant skin surface anatomy
- major epidermal appendages and dermal structures
- major cells of the epidermis
- role of vascular, connective and nervous tissue in the dermis.

The structure, function, distribution and development of the glands of the skin may include:

- the structure, function, distribution and development of skin glands
- production, composition and possible functions of sebum
- production, composition and functions of eccrine and apocrine sweat fluids
- control of sweat and sebaceous gland activity.

Skin colour and reaction to light may include:

- main factors contributing to skin colour
- origin, structure and location of melanocytes and keratinocytes
- optical properties of skin in relation to reflection, transmission and absorption
- relationship between skin type, minimal erythral dose, skin protection factor and sunscreen use
- normal responses of keratinocytes to ultraviolet radiation (UVA and UVB)
- normal responses of melanocytes to ultraviolet radiation (UVA and UVB).

Homeostasis and thermoregulation may include:

- thermoregulation
- methods of heat production.

The role of skin as a sense organ may include:

- stimuli and receptors
- process of nerve conduction
- types of receptors
- systems and pathways of sensory and motor neuronal conduction
- variations in sensory perception and their importance in a range of beauty treatments.

The main functions and role of hair may include:

- protection.

The gross structural features of the pilosebaceous unit may include:

- structural and cellular features of a hair follicle
- sebaceous glands
- arrector pili muscle.

The structural and cellular features of hair and hair follicles may include:

- hair shaft
- layers of the hair
- hair root and follicle.
- The process of hair growth and the hair growth cycle may include:
 - the process of hair growth
 - hair growth cycle
 - anagen (growth phase)
 - catagen (transitional stage)
 - telogen (resting phase)
 - influences on hair growth rate.

The effects of beauty treatments may include:

- hair removal
- epilation
- depilation
- bleaching
- perming
- effects on hair and skin.

Provision of aftercare service and advice may include but are not limited to:

- lifestyle changes
- sun protection
- skin care

- effects of nutrition on skin and hair
- product advice
- advice on further services

Tools, equipment and material used in this unit may include:

Client bed, Massage Chair, Aprons, Gowns, Towels, Head bands, Massage creams vitamin E, Stationary items, massage oils

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Knowledge and consistent application of relevant workplace policies and procedures.
- Knowledge and consistent application of safe work practices and the safe use of products and equipment including the use of preventative measures, according to manufacturer safety manuals and Occupational Health and Safety regulations/requirements.
- Knowledge and consistent application of the principles of skin biology as they apply to beauty treatments, including:
 - main functions and role of the skin
 - structure, function, distribution and development of the
 - glands of the skin
 - skin colour and its implications to the beauty industry
 - role of the skin in homeostasis and thermoregulation
 - role of skin as a sense organ
 - main functions and role of hair
 - gross structural features of the pilosebaceous unit
 - structural and cellular features of hair and hair follicles
 - process of hair growth and the hair growth cycle
 - effects of beauty treatments on hair and skin
 - provision of aftercare service and advice.
- Knowledge and skill in the application of a variety of beauty treatments, using a variety of techniques/procedures involving skin care.

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• The provisions of relevant health and hygiene• regulations/requirements and skin penetration legislation.• The provisions of relevant Occupational Health and• Safety regulations/requirements.• Knowledge of the principles of skin biology as they relate to beauty treatments.• Workplace policies and procedures in regard to the performance of beauty treatments.• Knowledge of skin biology in relation to beauty treatments/procedures.• The workplace product, treatment and equipment range and manufacturer instructions/data sheets.	<ul style="list-style-type: none">• Responding to possible skin damage situations.• Identifying client characteristics and recommending and performing a service, including:<ul style="list-style-type: none">• preparation of the service area• preparation of products and equipment• preparation of the client.• Communication techniques, including:<ul style="list-style-type: none">• using open and/or closed questions• speaking clearly and concisely• using appropriate language• non-verbal communication• written communication.• Language, literacy and numeracy skills relevant to the role and workplace requirements.

Unit 18

UNIT TITLE	Manage Salon				
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to manage salon in a beauty environment. It involves managing time, communicating, work in a team and promote products and services effectively.				
CODE	SOC22S2U18V1	LEVEL	4	CREDIT	15

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Manage time effectively	1.1 Perform a given task on time according to the defined methodology/salon standards and quality plan of the salon and standard time for each service 1.2 Set work priorities according to salon requirements and workflow 1.3 Formulate time schedule with duration required for each service to be rendered like facial, waxing, bleaching etc
2. Communicate effectively in a workplace.	2.1 Communicate effectively within the rules of the workplace/salon while interacting with team members, management. 2.2 Apply verbal and nonverbal communication skills effectively to convey messages clearly and respond to guests /customers and team members' queries. 2.3 Listen/receive and interpret information from clients / colleagues / management correctly for reporting in written or oral form. 2.4 Communicate with problematic guests/customers calmly and professionally. 2.5 Use appropriate workplace language and related technical vocabulary. 2.6 Communicate information regarding the salon services and products.
3. Work in a team.	3.1 Support and promote team spirit and motivation. 3.2 Perform work according to assigned roles and responsibilities. 3.3 Work within a team hierarchy according to task delegation. 3.4 Handle contingencies with the team members. 3.5 Support team discipline procedures.
4. Procure salon furniture, tools, equipment and products	4.1 Prepare a list of items required for the salon such as furniture, tools, equipment and beauty product. 4.2 Prepare a time line for buying each item (short, middle and long-term planning) with respect to its demand and need. 4.3 Ensure by matching with interior design of salon. 4.4 Conduct market research with respect to quality and price per item. 4.5 Decide best and price worth product without compromising quality

	<p>4.6 Procure listed items.</p> <p>4.7 Manage daily, weekly and monthly maintenance of equipment and tools (especially of all electrical equipment).</p> <p>4.8 Manage required repair to avoid inconvenience during treatments.</p>
5. Make appointments and promote products and services.	<p>5.1 Listen to the service requirement of the client with attention and the preferred appointment date & time.</p> <p>5.2 Check the availability of services in terms of date and time.</p> <p>5.3 Inform the client about availability of date & time & fill in the appointment diary accordingly.</p> <p>5.4 Inform clients of any change in the appointment, with reasons, and adjust appointment as necessary.</p> <p>5.5 Display promotional material about the products and services at the reception area for customers.</p> <p>5.6 Communicate the price or service/product information to the client in a convincing manner for getting new clients and retaining the existing clients.</p> <p>5.7 Record/ register customers' comments.</p> <p>5.8 Make appointments of Client keeping in view availability of time on specific days and dates, especially on the occasions of Eid or busy week ends in wedding seasons.</p>
6. Maintain client's record.	<p>6.1 Obtain and record the required information from a new client on client record card by asking questions about their medical history and beauty and personal care services previously availed.</p> <p>6.2 Update the client record card of an existing customer.</p> <p>6.3 Analyze the information obtained from the client and suggest suitable treatment procedures and services.</p> <p>6.4 Record the results of procedures applied to the client, the responses and reactions for analysis and plan future treatment course for the client.</p>

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tools, equipment and material used in this unit may include:

Relevant documents and materials for managing a salon

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- consistently and responsibly applies salon policy and procedures and ethical behaviour in regard to the coordination of staff
- consistently applies salon policies and procedures in regard to monitoring, organising, maintaining staffing levels, communicating with staff, mentoring, coaching and motivating staff
- consistently and responsibly applies salon policy and procedures in regard to the induction of new staff.
- consistently and responsibly applies salon policy and procedures in regard to maintaining staffing levels and coordinating work teams within budgetary constraints
- consistently applies appropriate communication and interpersonal skills when motivating the team and informing staff of roles and responsibilities

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• workplace ethics• work teams• staffing rosters• personnel records• trainee assessment• supervising new apprentices• staff counselling and disciplinary procedures• work and overtime periods• meetings• housekeeping• store organisational structure• rights and responsibilities of employers and employees in retail workplace• award and agreement requirements, including employment classifications, such as full-time, part-time and casual• forms of work in retail• major changes affecting retail workplaces• principles and techniques in interpersonal communication• equal employment opportunity (EEO) legislation• anti-discrimination legislation• relevant Work Health and Safety (WHS) regulations	<p>interpersonal skills to:</p> <ul style="list-style-type: none">• inform team members of rosters• conduct staff meetings• coach team members, including explaining and demonstrating• provide feedback and encouragement through clear and direct communication• ask questions to identify and confirm requirements• give instructions and provide constructive feedback• use language and concepts appropriate to cultural differences• use and interpret non-verbal communication <p>literacy skills to:</p> <ul style="list-style-type: none">• interpret workplace documents• report procedures

Unit 19

UNIT TITLE	Develop Professionalism				
DESCRIPTOR	This unit of competency describes the skills and knowledge required to initiate and maintain continual development of professional skills and knowledge in beauty industry.				
CODE	SOC22S2U19V1	LEVEL	4	CREDIT	15

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Attend workshops on latest beauty therapy techniques	1.1 Apply latest method and procedures for all treatment of beauty therapy. 1.2 Demonstrate the Use of latest Salon's products. 1.3 Listen and follow the direction in workshop actively. 1.4 Observe and follow the time for treatment.
2. Interact with other salons.	2.1 Deal with other Salons. 2.2 Identify update market demands. 2.3 Select suitable Salon products, equipment, and furniture available in market. 2.4 Explain and Compare prices and cost effectiveness of all purchases
3. Participate inn trainings	3.1 Apply techniques carefully described by different companies about their products. 3.2 Prepare notes of new products introduced or displayed in the training 3.3 Evaluate cost of new products introduced in trainings
4. Consult with experts.	4.1 Improve skills by consulting beauty therapists. 4.2 Correct usage of product 4.3 Deal with skin diseases and their remedies 4.4 Apply Professionalism in the concerned field
5. Market salon services, products and prices.	5.1 Conduct market research. 5.2 Design and market promotional material. 5.3 Convince customers about the value of offers and develop trust 5.4 Inquire about the needs and experiences with other competitors through polite discussion. 5.5 Share and discuss promotional material and packages with the customers
6. Attend seminars.	6.1 Apply procedures and techniques professionally. 6.2 Prepare the lists of techniques applied by the winners in the competition. 6.3 Grasp new trends. 6.4 Develop confidence. 6.5 Interact with other professionals of the same field

<p>7. Great and receive clients and guests.</p>	<p>7.1 Receive Client smilingly. 7.2 Welcome Client with courtesy, respect and complete attention. 7.3 Behave in such manner that Client feels to be important person at salon. 7.4 Deal with V.I.P. Clients as per instructions of salon's management. 7.5 Deal special and old persons with loving and friendly behavior. 7.6 Offer Client drink, tea or coffee. 7.7 Create pleasant environment by switching on all lights, A.C., T.V. and spraying fragrance at the time of entry of Client. 7.8 Greet and praise Client when service/ treatment are completed. 7.9 Come with Client right up to door to see off Client.</p>
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Range Statement

Professional development activities may include:

- Articles, public presentations, interviews and other communications
- Attendance at lectures or other education activities
- Participation in research projects
- Participation in provings
- Attendance at association meetings
- Provision of or participation in training
- Study, distance-based learning
- Mentoring

Monitored may refer to:

- Feedback from colleagues
- Accreditation to professional associations
- Peer discussions
- Workplace assessments
- Supervisory feedback
- Assessment of salon environment
- Client surveys

Tools, equipment and material used in this unit may include:

Relevant documents and materials required to develop professionally

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- direct observation of the individual
- written or oral questioning

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Interaction with others in the broader professional community as part of the sole practitioner's workplace
- Grasp new trends.
- Develop confidence.
- Apply Professionalism in the concerned field

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Knowledge of recent issues and events affecting the industry• Knowledge of professional development activities available• Knowledge of the historical, theoretical and philosophical aspects of the field of practice• Knowledge of time management strategies• Knowledge of own personal and professional strengths and weaknesses	<ul style="list-style-type: none">• Participate in professional development activities listed in the range of variables• Grasp new trends.• Develop confidence.

Unit 20

UNIT TITLE	Provide Eyebrow and Eyelash Treatments				
DESCRIPTOR	This unit describes the skills and knowledge required to perform eyebrow and eyelash treatments.				
CODE	SOC22S2U20V1	LEVEL	4	CREDIT	6

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. prepare themselves, the client and work area for eyebrow and eyelash treatments	<ul style="list-style-type: none">1.1 assess pre-treatment preparations for eyebrow and eyelash treatment and use suitable consultation techniques to identify treatment objectives1.2 patch test the dye1.3 mix the dye to achieve the desired tint1.4 prepare eyelashes and eyebrows for the dye1.5 select products, tools and equipment to suit client treatment needs1.6 assess facial characteristics prior to carrying out eyebrow and eyelash treatments1.7 communicate and behave in a professional manner
2. Perform eyebrow and eyelash treatment	<ul style="list-style-type: none">2.1 position themselves and the client correctly throughout the treatment2.2 apply the dye on the lashes/eyebrows2.3 remove the dye and clean the brow/lashes2.4 complete the treatment to the satisfaction of the client2.5 provide suitable aftercare advice

Range Statement

Preparation:

- of therapist (personal hygiene/presentation, protective attire)
- of client (protective attire, secure hair, remove contact lenses, skin and hair preparation, cleansing, skin warming)
- salon requirements.

Preparation of work area:

- environmental conditions, e.g. heating, lighting, ventilation, atmosphere
- salon requirements.

Client consultation:

- consultation techniques (questioning, visual, manual, reference to client records)
- treatment objectives; assessing facial characteristics
- blepharitis, viral infections, bruising, eczema/psoriasis, contact dermatitis, hypersensitivity
- clear recommendations
- agree treatment plan
- client confidentiality.

Eyebrow and Eyelash treatments may include:

- eyebrow and eyelash tinting

Communication and behaviour:

- professional manner
- communication (speaking, listening, body language, written)
- behaviour, e.g. polite, tactful, client rapport
- awareness of limits of own authority/responsibility, e.g. follow instructions.

Health and safety practices:

- sterilisation and sanitation methods
- safe use of tools and equipment; Personal Protective Equipment (PPE)
- waste disposal.

Treatment:

- use of products, tools/equipment and techniques to suit client
- ways of adapting treatment to suit client needs and facial characteristics, e.g. choice of eyebrow and eyelash tinting
- complete treatment to client's satisfaction
- record results
- contra-actions and response, e.g. redness and irritation, damp cotton wool compress.

Eyebrow shaping:

- eyebrow shapes (arched, rounded, angular, straight); measuring
- skin's normal reaction to eyebrow shaping treatments.

Aftercare advice:

- 5 homecare (ways of avoiding contra-actions, maintenance)
- 6 retail opportunities (products, future services).

Tools, equipment and material used in this unit may include:

- Tint Brush
- Tint Protection Pads
- Soothing Under Eye Gel Pads
- Disposable Headbands
- Disposable Plastic Cups
- Birchwood Stick
- Mascara Brushes
- Small bowl of water
- Cotton Swabs
- Cotton Balls or Rounds
- Saline Solution etc.

ASSESSMENT GUIDE

Forms of assessment

The following examples are appropriate for this unit:

- direct observation
- written or oral questions

Assessment context

Assessment must ensure:

- Real or simulated environment

Critical aspects (for assessment)

Demonstration of the following is critical:

- Be able to prepare for eyebrow and eyelash treatments
- Be able to provide eyebrow and eyelash treatment

Assessment conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• pre-treatment preparations for eyebrow and eyelash treatment• select products, tools and equipment to treatment needs• facial characteristics• Tinting	<ul style="list-style-type: none">• Provide eyebrow and eyelash treatments• communicate and behave in a professional manner

Unit 21

UNIT TITLE	Provide nail art				
DESCRIPTOR	This unit describes the skills and knowledge required to perform the application of a range of nail art services.				
CODE	SOC22S2U21V1	LEVEL	4	CREDIT	6

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare client	<ul style="list-style-type: none"> 1.1 Service area, client, operator and equipment are prepared for nail art service according to relevant legislation and workplace policies and procedures. 1.2 Client needs, expectations and characteristics are evaluated to enable advice and recommendations for a treatment plan 1.3 Client is advised of maintenance requirements for decorated nails 1.4 Nail and skin condition is identified and areas of the hands/nails requiring special treatment noted. 1.5 Contra-indications are identified, explained to client and referred to appropriate professional where required. 1.6 Type of nail art is selected according to size of nail and treatment plan and confirmed with client. 1.7 Nail art products are selected according to treatment plan and confirmed with client.
2. Apply nail art	<ul style="list-style-type: none"> 2.1 Nails are prepared according to manufacturer recommendations and treatment plan. 2.2 Nail art products and equipment are applied sequentially according to relevant legislation, manufacturer instructions and client requirements. 2.3 Nail art is applied as required and secured according to manufacturer recommendations and treatment plan. 2.4 Nail art service is completed according to client requirements, relevant legislation and workplace policies and procedures. 2.5 Waste is disposed of according to relevant legislation and workplace policies and procedures.
3. Provide aftercare service	<ul style="list-style-type: none"> 3.1 Client feedback is obtained and relevant outcomes of treatment is recorded. 3.2 Future treatment program is recommended according to client needs. 3.3 Treatment plan is revised as required. 3.4 Aftercare advice is provided according to client needs. 3.5 Product recommendations are made according to client requirements. 3.6 Client is rebooked according to agreed treatment plan.

Range Statement

Clients may include but are not limited to:

- new or regular clients with routine or special needs.

Equipment may include but is not limited to:

- electric file/hand file
- table with air venting facility
- brushes
- scissors
- marbilizer/dotter
- air ventilator.

Workplace policies and procedures may include but are not limited to:

- health and hygiene
- workplace product range and manufacturer instructions
- workplace time frame allocated for the performance of the service
- methods of venting air

Treatment plan may include but is not limited to:

- type of nail art
- designs
- colours
- products
- tool/equipment
- follow-up procedures.

Maintenance requirements may include but are not limited to:

- retouching.

Contra-indications may include but are not limited to:

- bacterial, viral, or fungal infections
- warts
- inflamed skin
- visible non-normal nails
- rashes
- blisters/corns/calluses
- heel fissures
- bunions
- hammer toes
- circulatory problems.

Appropriate professional may include but is not limited to:

- medical practitioner
- complementary therapist.

Nail art products may include but are not limited to:

- adornments/jewellery
- decorative designs
- water decals
- adhesive backed tape and decals
- rhinestones
- hand painted designs.

Waste may include but is not limited to:

- filing dust
- desk mats
- excess monomer.

Tools, equipment and material used in this unit may include:

- buffers/files
- cuticle oil
- polish
- polish remover
- hand/cuticle cream

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation
- written or oral questioning to assess cultural knowledge and cross-cultural communication considerations

Assessment context

Assessment must ensure:

- a real or simulated workplace

Critical aspects (for assessment)

Evidence of the ability to:

- Analysing the client's nails and designing a treatment plan to meet the client's needs including:
 - type of artificial nails procedure/techniques/product
 - type of nail art to be used
 - areas requiring corrective/remedial services.
 - Knowledge and skill in the performance of nail art
- application for a variety of artificial nail products.
- Consistently using time effectively and controlling product waste.
- Evaluating the nail art application service and advising the client on future treatments, homecare

and complementary products.

Assessment conditions

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Workplace policies and procedures in regard to the performance of nail art application.• The appearance of contra-indications and adverse effects.• The effect of changes created by complementary nail shapes and designs.• The workplace product and equipment range.• The effects and benefits of a defined range of nail art products.• Ingredients and the effects of products used for nail art.• Care and cleaning requirements for nail art equipment, implements and service area.• Methods of venting air.• Principles of design in relation to the selection and application of nail art.	<ul style="list-style-type: none">• Responding to contra-indications and adverse effects.• Analysing the client's nails and designing a treatment plan.• Applying a range of nail art products and equipment.• Communication techniques including:<ul style="list-style-type: none">○ using open and/or closed questions○ speaking clearly and concisely○ using appropriate language• non-verbal communication• role and workplace requirements.

