



Qualification Specification

# **ProQual Level 3 Diploma in Combined Beauty Therapy Services**

# ProQual Level 3 Diploma in Combined Beauty Therapy Services



This qualification is part of ProQual's broad offer of qualifications in the Hair and Beauty Sector.

To find out more about other qualifications in this, or any other sector, or for our latest fees; check our Fees Schedule via the QR code below:



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## Introduction

The ProQual Level 3 Diploma in Combined Beauty Therapy Services provides a nationally recognised qualification for those working or wanting to work in the beauty industry, and who wish to develop and demonstrate their competence at providing a range of beauty therapy treatments, across both level 2 and level 3.

The aims of this qualification are:

- To develop an understanding of the range of beauty therapy treatment services.
- To demonstrate competence at carrying out a range of beauty therapy treatment services, in accordance with health and safety requirements.
- To provide a progression route within the beauty industry, for those interested in providing beauty therapy treatment services.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England and Northern Ireland. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF), and has been published in Ofqual's Register of Qualifications.

## Qualification Profile

<b>Qualification Title:</b>	ProQual Level 3 Diploma in Combined Beauty Therapy Services
<b>Qualification Number:</b>	610/5482/3
<b>Level:</b>	Level 3
<b>Total Qualification Time (TQT):</b>	910 Hours 91 Credits
<b>Guided Learning Hours (GLH):</b>	720 Hours
<b>Assessment:</b>	Pass / Fail
	Internally assessed and verified by centre staff
	External quality assured by ProQual Verifiers
<b>Qualification Start Date:</b>	31/03/2025
<b>Qualification Review Date:</b>	01/08/2025
<b>Next Review Due:</b>	01/08/2028

## Learner Profile

There are no formal academic entry requirements for this qualification. Centres should carry out their own initial assessment of a candidate's initial knowledge and skills.

Candidates for this qualification should either:

- Be employed in a role where they will have the opportunity to carry out a number of nail services on a range of clients.

**OR**

- Be enrolled with a training provider, college, school or sixth form, which will enable them to carry out a number of nail services on a range of simulated or real clients.

If the candidate selects the **Principles and Practice of Intimate Waxing for Female Clients** and/or the **Principles and Practice of Intimate Waxing for Male Clients** optional unit/s, then the candidate and live model must be **at least 18 years old**.

Candidates who complete this qualification, and who wish to further develop their knowledge and skills in the beauty sector, could progress to study additional qualifications from ProQual's hair and beauty suite.

## Qualification Structure

This qualification consists of **ten** mandatory units. Candidates must complete all mandatory units to achieve this qualification. Candidates must then complete **four** optional units.

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete <b>all</b> units in this group.				
K/651/2430	Working in a Salon Environment	2	20	10
F/651/3761	Providing Advice and Instruction on Products and Services	3	50	45
H/651/2493	Anatomy and Physiology for Beauty Professionals	2	40	20
J/651/2494	Waxing the Face and Body	2	70	65
K/651/2495	Providing Facial Skincare Treatments	2	80	65
L/651/2496	Providing Make-Up Services	2	50	40
M/651/2497	Providing Eyelash and Eyebrow Treatments	2	80	70
R/651/2498	Providing Body Massage Treatments Using Fundamental Techniques	2	50	45
M/651/2423	Providing Manicure Services	2	80	55
T/651/2425	Providing Pedicure Services	2	80	55
Optional Units – Candidates must complete <b>at least four</b> units in this group.				
R/651/3875	Principles and Practice of Facial Electrical Treatments	3	150	100
T/651/3876	Principles and Practice of Body Electrical Treatments	3	150	100
H/651/3870	Principles and Practice of Self-Tanning Services	2	80	70
Y/651/3641	Principles and Practice of Intimate Waxing for Female Clients	3	70	50
A/651/3642	Principles and Practice of Intimate Waxing for Male Clients	3	70	50
Y/651/3877	Principles and Practice of Semi-Permanent Eyelash Lifting	3	100	90
A/651/3878	Principles and Practice of Brow Lamination Procedures	3	100	90
D/651/3879	Principles and Practice of Threading Treatments	3	90	80

## **Centre Requirements**

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the ProQual Additional Qualification Approval Form.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have appropriate resources to allow candidates to complete the practical activities described in this specification.



## Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

### ProQual Level 3 Diploma in Combined Beauty Therapy Services

#### Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

#### Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

#### Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

### Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be occupationally competent and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.  
*(Suitable for assessment taking place in a working salon only.)*
- ProQual Level 3 Award in Assessing Vocational Achievement.  
*(Suitable for assessment taking place in a simulated training environment only.)*

Candidate portfolios must be internally verified by centre staff who are occupationally knowledgeable and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

**Occupationally competent** means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

## **Enquiries, Appeals and Adjustments**

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

## Units – Learning Aims and Assessment Criteria

<b>Title:</b>		Working in a Salon Environment		<b>Level:</b>	2
<b>Unit Number:</b>	K/651/2430	<b>TQT:</b>	20	<b>GLH:</b>	10
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand health and safety requirements as a hair or beauty professional.	1.1	Describe the requirements placed on hair professionals by: <ul style="list-style-type: none"> <li>• The Health and Safety at Work Act.</li> <li>• Control of Substances Hazardous to Health (COSHH).</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).</li> <li>• Local Authority regulations.</li> </ul>		
		1.2	Identify common hazards found within the salon environment.		
		1.3	Explain how common hazards found within the salon environment can be controlled.		
		1.4	Explain the importance of: <ul style="list-style-type: none"> <li>• Personal hygiene.</li> <li>• Personal presentation.</li> <li>• Personal Protective Equipment (PPE).</li> </ul>		
		1.5	Explain how a professional's physical and psychological wellbeing can impact on their ability to provide a service safely.		
		1.6	State the causes and risks of microbial contamination.		

1	Continued	1.7	<p>Explain how hard surface disinfectants are used to control and prevent infection, including:</p> <ul style="list-style-type: none"> <li>• Their chemical compositions.</li> <li>• The risks associated with using them.</li> <li>• How contact times impact their effectiveness.</li> </ul>
		1.8	<p>Explain how skin disinfectants are used to control and prevent infection, including:</p> <ul style="list-style-type: none"> <li>• Their chemical compositions.</li> <li>• The risks associated with using them.</li> <li>• Their impact on the skin's pH and barrier function.</li> <li>• How contact times impact the effectiveness.</li> </ul>
		1.9	<p>Explain the causes and hazards of accidental exposure to clinical waste and how to respond.</p>
		1.10	<p>Explain how safe positioning techniques and working practices can prevent work related injury and ill health.</p>
		1.11	<p>Explain the importance of ensuring the work environment is line with legislative requirements, including:</p> <ul style="list-style-type: none"> <li>• Lighting and illumination.</li> <li>• Heating.</li> <li>• Ventilation.</li> <li>• Fixtures, fittings and equipment.</li> <li>• Facilities and amenities.</li> <li>• Audit and accountability.</li> </ul>
		1.12	<p>Describe the purpose of insurance and indemnity for a hair professional.</p>

1	<i>Continued</i>	1.13	Explain why it is important to adhere to legislative, organisational and manufacturer safety instructions for equipment, materials and products, including: <ul style="list-style-type: none"> <li>• Storage.</li> <li>• Handling.</li> <li>• Usage.</li> <li>• Disposal.</li> <li>• Record keeping.</li> </ul>
		1.14	Explain why it is important to ensure that all products sourced are for cosmetic use.
		1.15	Describe the purpose of carrying out tests prior to procedures, and how and when to carry out these tests.
2	Understand how to contribute to the development of effective work relations within a salon environment.	2.1	Describe how to find out: <ul style="list-style-type: none"> <li>• Information about own job role, responsibilities and expected standards.</li> <li>• Information about other people's areas of responsibility.</li> </ul>
		2.2	Explain why it is important to work within own job responsibilities and the possible consequences of not doing so.
		2.3	Explain how to identify own strengths and weakness.
		2.4	Explain why it is important to be a reflective practitioner.
		2.5	Explain the importance of meeting own personal development and productivity targets and timescales.

2	Continued	2.6	Explain the importance of continuous professional development, and how this affects own job role.
		2.7	Describe what a National Occupational Standard is, and how it can be used to identify training needs.
		2.8	Explain ways of maintaining awareness of current and emerging trends and developments within the hair and beauty industry.
		2.9	Explain how the following can be used as opportunities to learn: <ul style="list-style-type: none"> <li>• Conversations with colleagues.</li> <li>• Training and development activities.</li> <li>• Organisational activities.</li> </ul>
		2.10	Explain why harmonious working relationships are important.
		2.11	Describe how to react positively to reviews and feedback, and why it is important.
		2.12	Explain how to support co-operative ways of working.
		2.13	Describe ways to make sure time is managed effectively.
		2.14	State who should be reported to when difficulties working with others arise.
		2.15	Describe how to the deal with relationships difficulties and conflicts when working with others.

3	Understand how to promote positive impression of self, organisation and the hair and beauty industry.	3.1	Describe the career routes within either: <ul style="list-style-type: none"> <li>• The hair industry.</li> <li>• The beauty industry.</li> </ul>
		3.2	Explain the importance of following codes of conduct as a hair or beauty professional.
		3.3	Describe the basic employment rights and responsibilities of a hair or beauty professional, including: <ul style="list-style-type: none"> <li>• Contracts of employment.</li> <li>• Working hours.</li> <li>• Disciplinary and grievance procedures.</li> <li>• Holidays.</li> <li>• Sickness absence and pay.</li> </ul>
		3.4	Explain how to promote respect, equality, diversity and inclusion as hair or beauty professional, including: <ul style="list-style-type: none"> <li>• Communication.</li> <li>• Confidentiality.</li> <li>• Discretion.</li> <li>• Comfort.</li> <li>• Modesty.</li> <li>• Privacy.</li> </ul>
		3.5	Compare the effectiveness of different social channels for promoting a salon business.
		3.6	Explain how to promote environmentally sustainable practice as a hair or beauty professional, including: <ul style="list-style-type: none"> <li>• Recycling.</li> <li>• Limiting the use of single use plastics.</li> <li>• Mindful consumption of energy and water.</li> <li>• Choosing environmentally friendly products.</li> </ul>



3	Continued	3.7	Explain ways of supporting the mental health and wellbeing of self and client.
		3.8	Describe the role and function of the front of house or reception area in a hair or beauty business, including: <ul style="list-style-type: none"> <li>• Services.</li> <li>• Bookings.</li> <li>• Payments.</li> <li>• Retail.</li> <li>• Upselling.</li> <li>• Sales.</li> </ul>

## Additional Assessment Information

This unit is knowledge based. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

This unit is a **common unit**. Centres should be aware that candidates may have completed this unit as part of another ProQual Hair and Beauty qualification and may be eligible for recognition of prior learning.

<b>Title:</b>		Providing Advice and Instruction on Products and Services		<b>Level:</b>	3
<b>Unit Number:</b>	F/651/3761	<b>TQT:</b>	50	<b>GLH:</b>	45
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide advice and instruction on products and services.	1.1	Explain how to interpret the consultation and analysis outcomes in order to determine appropriate advice, products and services.		
		1.2	Explain why it is important to keep up to date with: <ul style="list-style-type: none"> <li>Emerging technologies.</li> <li>Policies.</li> <li>Procedures.</li> <li>Best practice guidance.</li> </ul>		
		1.3	Explain how to introduce additional products and services to clients.		
		1.4	Explain the factors that influence a client's use of additional products and services.		
		1.5	Describe how to use the following communication methods to provide balanced information about products and services: <ul style="list-style-type: none"> <li>Active listening.</li> <li>Non-verbal and verbal communication.</li> <li>Receiving feedback.</li> <li>Asking questions.</li> </ul>		
		1.6	Explain why it is important to encourage the client to ask questions about the products or services.		
		1.7	Explain why it is important to allow time for the client to reflect on the advice given.		
		1.8	Describe how to interpret a client's body language to gauge their interest in a product or service.		

1	Continued	1.9	Explain why it is important to offer a range of products and services at a range of price points.
		1.10	Explain how using additional products and services can benefit: <ul style="list-style-type: none"> <li>• The business.</li> <li>• The client.</li> </ul>
		1.11	Describe how to secure the client's commitment to using additional products and services.
		1.12	Explain when and why a referral to a relevant professional would be required.
		1.13	Explain why demonstrable and instructional techniques will help close a sale.
		1.14	Describe how to conclude a sale in accordance with organisational policies and procedures.
		1.15	Explain why it is important to update the client's service records with details of the additional product and service.
2	Provide advice and instruction to clients.	2.1	Investigate and establish the clients objectives, concerns and desired outcomes, including: <ul style="list-style-type: none"> <li>• Lifestyle.</li> <li>• Budget.</li> <li>• Time.</li> </ul>
		2.2	Obtain the client's consent for, and carry out, an analysis of the treatment area.
		2.3	Identify and describe appropriate products or services suitable for the client, including: <ul style="list-style-type: none"> <li>• Benefits.</li> <li>• Application techniques.</li> <li>• Cost.</li> <li>• Duration.</li> <li>• Expected outcome of the product or service.</li> </ul>

2	Continued	2.4	Allow time for the client to reflect and encourage, and answer, questions from the client about the product or service.
		2.5	Secure the client's agreement and understanding of the product or service, including using: <ul style="list-style-type: none"> <li>• Skills demonstration.</li> <li>• Use of visual aids.</li> <li>• Verbal explanation.</li> <li>• Use of written instructions.</li> </ul>
		2.6	Conclude the sale in accordance with organisational policies and update the client's procedure records.

## Additional Assessment Information

Learning Outcome 1 is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report or expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement. An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates.

It is expected that competence of each assessment criteria will be observed **at least five times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- All practical activities are carried out on live models.
- The simulated environment matches, as close as possible, the environment found in a working salon.

<b>Title:</b>		Anatomy and Physiology for Beauty Professionals		<b>Level:</b>	3
<b>Unit Number:</b>	H/651/2493	<b>TQT:</b>	40	<b>GLH:</b>	20
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how the integumentary, skeletal and muscular system work together.	1.1	Describe the structure of the skin, including: <ul style="list-style-type: none"> <li>• The epidermis.</li> <li>• The dermis.</li> <li>• The hypodermis.</li> </ul>		
		1.2	Explain the function of the skin.		
		1.3	Describe the structure of the nails, including: <ul style="list-style-type: none"> <li>• The nail plate.</li> <li>• The nail root.</li> <li>• The germinal matrix.</li> <li>• The nail bed.</li> <li>• The cuticle.</li> <li>• Surrounding tissue.</li> </ul>		
		1.4	Explain the function of the nail.		
		1.5	State the function of the skeletal system.		
		1.6	Identify the types of muscle found in the body.		
		1.7	Describe the function of muscles.		
		1.8	Describe the structure of a hinge joint.		
		1.9	Explain the function of the following within a joint: <ul style="list-style-type: none"> <li>• Muscles.</li> <li>• Bones.</li> <li>• Tendons.</li> <li>• Ligaments.</li> <li>• Cartilage.</li> <li>• Synovial fluid.</li> </ul>		

2	Understand basic anatomy and physiology of the upper extremities.	2.1	Describe what is meant by “the upper extremities”.
		2.2	Identify the bones of the hand.
		2.3	Identify the blood vessels of the hand.
		2.4	Identify the bones of the arm.
		2.5	Identify major blood vessels of the arm.
		2.6	Identify the muscles of the arm.
		2.7	Explain how the triceps and biceps work together to move the arm.
3	Understand basic anatomy and physiology of the lower extremities.	3.1	Describe what is meant by “the lower extremities”.
		3.2	Identify the bones of the foot.
		3.3	Identify the blood vessels of the foot.
		3.4	Identify the bones of the leg.
		3.5	Identify the major blood vessels of the leg.
		3.6	Identify the muscles of the leg.
4	Understand basic anatomy and physiology head, neck and back.	4.1	Identify the bones within the skull.
		4.2	Identify the major blood vessels within the head and neck.
		4.3	Identify the major muscles of the: <ul style="list-style-type: none"> <li>• Head.</li> <li>• Neck.</li> <li>• Back.</li> </ul>
		4.4	Describe the structure of the spinal column.



5	Understand the growth and pathology of the nails.	5.1	Describe the following nail lengths and shapes: <ul style="list-style-type: none"> <li>• Long.</li> <li>• Mid-length.</li> <li>• Short.</li> <li>• Round.</li> <li>• Oval.</li> <li>• Square.</li> <li>• Fan.</li> <li>• Hook.</li> <li>• Spoon.</li> <li>• Squoval.</li> <li>• Almond.</li> <li>• Coffin.</li> <li>• Stiletto.</li> </ul>
		5.2	Identify the nail shapes that can occur naturally.
		5.3	Describe the causes and symptoms of: <ul style="list-style-type: none"> <li>• Onychophagy.</li> <li>• Discolouration.</li> <li>• Misshapen nails.</li> <li>• Nails split above the hyponychium.</li> <li>• Beau lines.</li> <li>• Longitudinal and horizontal ridges.</li> <li>• Dehydrated nails.</li> <li>• Onychorrhexis.</li> <li>• Leukonychia.</li> <li>• Onycholysis.</li> </ul>
		5.4	Describe the causes and symptoms of: <ul style="list-style-type: none"> <li>• Damaged cuticles.</li> <li>• Dry cuticles and skin.</li> <li>• Overgrown cuticles.</li> <li>• Fragile skin.</li> <li>• Calluses.</li> <li>• Superficial heel cracks.</li> </ul>

## Additional Assessment Information

This unit is knowledge based. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

This unit is a **common unit**. Centres should be aware that candidates may have completed this unit as part of another ProQual Hair and Beauty qualification and may be eligible for recognition of prior learning.

<b>Title:</b>		Waxing the Face and Body		<b>Level:</b>	2
<b>Unit Number:</b>		J/651/2494	<b>TQT:</b>	70	<b>GLH:</b> 65
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide a face and body wax.	1.1	Explain why you must always work within your own competence when carrying out waxing treatments.		
		1.2	Identify the absolute and relative contra-indications for a waxing treatment.		
		1.3	Explain the purpose, use and limitations of waxing treatments, in relation to: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Current medical conditions.</li> <li>• Client expectations.</li> </ul>		
		1.4	Explain how the following historical treatments can affect the current waxing treatment: <ul style="list-style-type: none"> <li>• Waxing.</li> <li>• Tweezing.</li> <li>• Threading.</li> <li>• Trimming.</li> <li>• Shaving.</li> <li>• Depilatory creams.</li> <li>• Electrical depilatory.</li> <li>• Abrasive mitts.</li> <li>• Intense pulsed light.</li> <li>• Laser hair removal.</li> <li>• Electrical epilation.</li> <li>• Alkaline wash.</li> <li>• Dermaplaning.</li> </ul>		
		1.5	Explain why stray and over long hairs should be cut prior to treatment.		

1	Continued	1.6	Explain why the skin must be kept taut throughout the waxing treatment.
		1.7	Describe how the client's comfort and modesty can be maintained throughout the treatment.
		1.8	Describe the types of hair that are and aren't suitable for waxing.
		1.9	Explain how the position of the client and therapist affects the treatment outcome.
		1.10	Describe the types of skin hygiene products available and suitable for use before waxing.
		1.11	Describe the different types of waxing products, including: <ul style="list-style-type: none"> <li>• Ingredients and composition.</li> <li>• Working temperatures.</li> <li>• Application and removal technique.</li> <li>• Client's treatment area.</li> </ul>
		1.12	Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health.
		1.13	Explain how hair and skin classification and the client's pain tolerance can affect the selection of products and equipment used in a waxing treatment.
		1.14	Describe the congenital, systemic and topical causes of unwanted hair growth.
		1.15	Describe the adaptations required when removing hair around conditions which restrict the treatment.

1	Continued	1.16	Describe the signs and symptoms of the following adverse reactions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Excessive oedema.</li> <li>• Burns.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Urticaria.</li> <li>• Excessive and diminished regrowth.</li> <li>• Abrasions/skin graze.</li> <li>• Allergy.</li> </ul>
		1.17	Explain how waxing treatments can cause, and how to respond to, the following adverse reactions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Excessive oedema.</li> <li>• Burns.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Urticaria.</li> <li>• Excessive and diminished regrowth.</li> <li>• Abrasions/skin graze.</li> <li>• Allergy.</li> </ul>
2	Provide a face and body wax.	2.1	Carry out a concise and comprehensive consultation with the client, including discussion of: <ul style="list-style-type: none"> <li>• Treatment history.</li> <li>• Skincare regime.</li> <li>• Alternative treatment options.</li> <li>• Client's objectives and expectations.</li> <li>• Fees and timescales.</li> <li>• Identification of contra-indications.</li> </ul>
		2.2	Carry out tests and record the outcome, to establish suitability for treatment.

2	Continued	2.3	<p>Confirm and agree with the client that they understand the proposed waxing treatment, including:</p> <ul style="list-style-type: none"> <li>• Expected outcomes.</li> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Physical sensation of the treatment.</li> </ul>
		2.4	<p>Obtain and record the client's informed consent for the waxing treatment.</p>
		2.5	<p>Prepare the treatment area, including:</p> <ul style="list-style-type: none"> <li>• Preparing an area on the body.</li> <li>• Preparing an area on the face.</li> <li>• Selecting and using an effective and appropriate hygiene preparation.</li> <li>• Selecting and using an effective and appropriate pre-wax product.</li> <li>• Maintain the client's comfort and modesty.</li> </ul>
		2.6	<p>Carry out a safe and effective removal of hair using a strip wax system, including:</p> <ul style="list-style-type: none"> <li>• Conducting a thermal patch test on the wrist and treatment area.</li> <li>• Establishing the hair growth pattern.</li> <li>• Trimming any long hair.</li> <li>• Transferring wax from the waxing unit, in such a way to minimise the risk of cross infection and contamination.</li> <li>• Apply the wax at an appropriate angle.</li> <li>• Apply the wax strip evenly.</li> <li>• Remove the wax strip swiftly, ensuring the skin is taut.</li> <li>• Ensure the treatment area is free from wax and hair.</li> <li>• Apply a soothing product.</li> <li>• Ensure minimum wastage.</li> </ul>

2	Continued	2.7	<p>Carry out a safe and effective removal of hair using a non- strip wax system, including:</p> <ul style="list-style-type: none"> <li>• Conducting a thermal patch test on the wrist and treatment area.</li> <li>• Establishing the hair growth pattern.</li> <li>• Trimming any long hair.</li> <li>• Transferring wax from the waxing unit, in such a way to minimise the risk of cross infection and contamination.</li> <li>• Apply the wax at an appropriate angle.</li> <li>• Remove the wax swiftly, ensuring the skin is taut.</li> <li>• Ensure the treatment area is free from wax and hair.</li> <li>• Apply a soothing product.</li> <li>• Ensure minimum wastage.</li> </ul>
		2.8	<p>Monitor the client's health, wellbeing and skin reaction during the treatment and implement the correct course of action in the event of an adverse reaction.</p>
		2.9	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> <li>• Confirm with the client that they are happy with the outcome of the treatment.</li> <li>• Complete and store the client's treatment records in accordance with data legislation.</li> <li>• Provide appropriate post-treatment advice and guidance.</li> </ul>
		2.10	<p>Evaluate the treatment provided, including:</p> <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Actions to be undertaken to implement improvement.</li> </ul>

### Additional Assessment Information

Learning Outcome 1 is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.



Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates.

It is expected that competence of each assessment criteria will be observed **at least three times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Providing Facial Skincare Treatments		<b>Level:</b>	2
<b>Unit Number:</b>	K/651/2495	<b>TQT:</b>	80	<b>GLH:</b>	65
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide facial skincare treatments.	1.1	Explain why you must always work within your own competence when carrying out facial skincare treatments.		
		1.2	Identify the absolute and relative contra-indications for a facial skincare treatment.		
		1.3	Explain the purpose, use and limitations of facial skincare treatments, in relation to: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Current medical conditions.</li> <li>• Lifestyle factors.</li> <li>• Client expectations.</li> </ul>		
		1.4	Describe how the following techniques are used in facial treatments: <ul style="list-style-type: none"> <li>• Skin analysis.</li> <li>• Cleansing.</li> <li>• Exfoliating.</li> <li>• Comedone extraction.</li> <li>• Massage.</li> <li>• Mask application.</li> <li>• Sun protection factor protection application.</li> </ul>		
		1.5	Explain the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis.		

1	Continued	1.6	Describe the types of skin hygiene products available and suitable for use as part of a facial treatment.
		1.7	Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health.
		1.8	Describe the types, uses, benefits and limitations of different skincare products used during facial treatments.
		1.9	Describe the types, uses, benefits and limitations of different equipment used during facial treatments, including: <ul style="list-style-type: none"> <li>• Magnifying light.</li> <li>• Skin warming devices.</li> <li>• Digital technologies.</li> </ul>
		1.10	Explain the risks and limitations associated with self-heating masks.
		1.11	Explain the risks and restrictions associated with very superficial skin peels, including: <ul style="list-style-type: none"> <li>• How pH affects skin sensitivity.</li> <li>• The action of acid and alkaline concentrations on the skin.</li> <li>• How and why the skin's barrier function is impaired.</li> <li>• The increased risk of photosensitivity and ways to protect the skin.</li> <li>• How, and why it's important, to carry out a skin test.</li> </ul>

2	Provide facial skincare treatments.	2.1	Carry out a concise and comprehensive consultation with the client, including discussion of: <ul style="list-style-type: none"> <li>• Treatment history.</li> <li>• Skincare regime.</li> <li>• Lifestyle.</li> <li>• Alternative treatment options.</li> <li>• Client's objectives and expectations.</li> <li>• Fees and timescales.</li> <li>• Identification of contra-indications.</li> </ul>
		2.2	Carry out tests and record the outcome, to establish suitability for treatment.
		2.3	Confirm and agree with the client that they understand the proposed facial treatment, including: <ul style="list-style-type: none"> <li>• Expected outcomes.</li> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Physical sensation of the treatment.</li> </ul>
		2.4	Obtain and record the client's informed consent for the facial treatment.
		2.5	Prepare the treatment area, including: <ul style="list-style-type: none"> <li>• Illuminate and magnify the area.</li> <li>• Carrying out a skin analysis.</li> <li>• Selecting and using an appropriate skin hygiene product.</li> </ul>
		2.6	Carry out a deep cleanse using an appropriate product.

2	Continued	2.7	Carry out an exfoliation, including: <ul style="list-style-type: none"> <li>• Very superficial skin peels.</li> <li>• Physical exfoliation.</li> <li>• Chemical exfoliation.</li> </ul>
		2.8	Select and use an appropriate skin warming technique, including: <ul style="list-style-type: none"> <li>• Hot towel.</li> <li>• Steam.</li> </ul>
		2.9	Carry out safe and effective comedone extraction.
		2.10	Select and apply an appropriate massage medium, including: <ul style="list-style-type: none"> <li>• Oil.</li> <li>• Cream.</li> <li>• Serum.</li> <li>• Oil free.</li> </ul>
		2.11	Apply a massage medium using an appropriate technique, including: <ul style="list-style-type: none"> <li>• Relaxation.</li> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Friction.</li> <li>• Vibrations.</li> <li>• Pressure point.</li> <li>• Lymphatic drainage.</li> <li>• Detoxifying.</li> <li>• Stimulating.</li> <li>• Toning.</li> </ul>

2	Continued	2.12	Select and apply an appropriate mask product, including: <ul style="list-style-type: none"> <li>• Self-heating.</li> <li>• Cooling.</li> <li>• Setting.</li> <li>• Non-setting.</li> </ul>
		2.13	Monitor the client's health, wellbeing and skin reaction during the treatment and implement the correct course of action in the event of an adverse reaction.
		2.14	Conclude the treatment, including: <ul style="list-style-type: none"> <li>• Confirm with the client that they are happy with the outcome of the treatment.</li> <li>• Complete and store the client's treatment records in accordance with data legislation.</li> <li>• Provide appropriate post-treatment advice and guidance.</li> </ul>
		2.15	Evaluate the treatment provided, including: <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Actions to be undertaken to implement improvement.</li> </ul>

### Additional Assessment Information

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It is expected that competence of each assessment criteria will be observed **at least twice** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.



<b>Title:</b>		Providing Make-Up Services		<b>Level:</b>	2
<b>Unit Number:</b>		L/651/2496	<b>TQT:</b>	50	<b>GLH:</b> 40
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide make-up services.	1.1	Explain why you must always work within your own competence when providing make-up services.		
		1.2	Identify the absolute and relative contra-indications for make-up services.		
		1.3	Explain the purpose, use and limitations of make-up services, in relation to: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Current medical conditions.</li> <li>• Lifestyle factors.</li> <li>• Client expectations.</li> </ul>		
		1.4	Explain the importance of carrying out a skin and facial characteristics analysis to determine the treatment plan.		
		1.5	Describe the types of hygiene products for the skin suitable for use pre-make-up service.		
		1.6	Explain the reasons why make-up should be applied in the lighting it will be worn.		

1	Continued	1.7	Describe the types, use, benefits and limitations of make-up tools, including: <ul style="list-style-type: none"> <li>• Make-up brushes.</li> <li>• Make-up palette.</li> <li>• Single use items.</li> <li>• Mirrors.</li> <li>• Sterile eyelash curlers.</li> <li>• Sterile tweezers.</li> <li>• Hair protective equipment.</li> </ul>
		1.8	Describe the types, use, benefits and limitations of make-up products, including: <ul style="list-style-type: none"> <li>• Primers.</li> <li>• Foundations.</li> <li>• Setting powder.</li> <li>• Bronzing products.</li> <li>• Concealer creams.</li> <li>• Brightening creams.</li> <li>• Cream and powder highlighters.</li> <li>• Cream and powder shaders.</li> <li>• Blush.</li> <li>• Eyebrow products.</li> <li>• Eye shadow.</li> <li>• Eye liner.</li> <li>• Mascara.</li> <li>• Lip products.</li> <li>• Strip lashes.</li> <li>• Strip lash glue.</li> <li>• Airbrush equipment.</li> <li>• Setting/finishing spray.</li> </ul>
		1.9	Describe the application techniques used to correct and enhance facial features, including: <ul style="list-style-type: none"> <li>• Eye shape.</li> <li>• Brow definition.</li> <li>• Face shape.</li> <li>• Lip shape.</li> </ul>

1	Continued	1.10	Describe the types of strip lashes including: <ul style="list-style-type: none"> <li>• Application techniques.</li> <li>• Associated risks.</li> <li>• The importance of measuring and trimming prior to application.</li> <li>• How strip lashes can influence the appearance of the eyes and facial dimensions.</li> <li>• How to achieve symmetry and balance.</li> </ul>
		1.11	Explain the risks and restrictions associated with make-up products, including the benefits of using hypoallergenic products.
		1.12	Explain the importance of identifying if the individual is wearing contact lenses and associated risks.
		1.13	Explain the importance of identifying if the individual plans on wearing glasses post make-up service, including the adaptations to accommodate the magnification or demagnification of the eyes.
		1.14	Explain why cream-based products are applied before powders.
		1.15	Explain the purpose of tests and the reasons why you carry out a test using the product(s) to be used.
		1.16	Identify the signs and symptoms of the following adverse reactions: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Allergy.</li> <li>• Oedema.</li> </ul>

1	Continued	1.17	<p>Explain how make-up services can cause, and the correct response to, the following adverse reactions:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Allergy.</li> <li>• Oedema.</li> </ul>
2	Provide make-up services.	2.1	<p>Carry out a concise and comprehensive consultation with the client, including discussion of:</p> <ul style="list-style-type: none"> <li>• Treatment history.</li> <li>• Skincare regime.</li> <li>• Lifestyle.</li> <li>• Alternative treatment options.</li> <li>• Client's objectives and expectations.</li> <li>• Fees and timescales.</li> <li>• Identification of contra-indications.</li> </ul>
		2.2	<p>Carry out tests and record the outcome, to establish suitability for treatment.</p>
		2.3	<p>Confirm and agree with the client that they understand the proposed make-up service, including:</p> <ul style="list-style-type: none"> <li>• Expected outcomes.</li> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Physical sensation of the treatment.</li> </ul>
		2.4	<p>Obtain and record the client's informed consent for the make-up service.</p>

2	Continued	2.5	<p>Prepare the client's treatment area, including:</p> <ul style="list-style-type: none"> <li>• Selecting and using an appropriate skin hygiene product.</li> <li>• Ensuring lighting is the same as the make-up will be worn in.</li> <li>• Carrying out a skin and facial characteristic analysis.</li> <li>• Ensuring tools are sterile.</li> </ul>
		2.6	<p>Apply customized make-up, including:</p> <ul style="list-style-type: none"> <li>• Selecting appropriate make-up products.</li> <li>• Safely decanting cream-based products onto a sterile palette.</li> <li>• Using sterile tools in powder-based products.</li> <li>• Using single use items to apply mascara and lip products.</li> </ul>
		2.7	<p>Apply a strip lash product, including:</p> <ul style="list-style-type: none"> <li>• Preparing the client for a strip lash treatment.</li> <li>• Selecting an appropriate strip lash product and eye lash adhesive.</li> <li>• Measure and trim the strip lash as required.</li> <li>• Apply adhesive on the strip lash base.</li> <li>• Apply the strip lash to the centre of the eye lash line and secure in the outer and inner corners.</li> </ul>
		2.8	<p>Monitor the client's health, wellbeing and skin reaction during the treatment and implement the correct course of action in the event of an adverse reaction.</p>

2	Continued	2.9	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> <li>• Apply a make-up setting spray for longevity.</li> <li>• Confirm with the client that they are happy with the outcome of the treatment.</li> <li>• Complete and store the client's treatment records in accordance with data legislation.</li> <li>• Provide appropriate post-treatment advice and guidance.</li> </ul>
		2.10	<p>Evaluate the treatment provided, including:</p> <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Actions to be undertaken to implement improvement.</li> </ul>

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Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.



<b>Title:</b>		Providing Eyelash and Eyebrow Treatments		<b>Level:</b>	2
<b>Unit Number:</b>	M/651/2497	<b>TQT:</b>	80	<b>GLH:</b>	70
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide eyelash and eyebrow treatments.	1.1	Explain why you must always work within your own competence when providing eyebrow and eyelash treatments.		
		1.2	Identify the absolute and relative contra-indications for eyebrow and eyelash treatments.		
		1.3	Explain the purpose, use and limitations of eyebrow and eyelash treatments, in relation to: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Current medical conditions.</li> <li>• Lifestyle factors.</li> <li>• Client expectations.</li> </ul>		
		1.4	Explain how to measure eyebrows and identify the anatomical facial structure and features, including: <ul style="list-style-type: none"> <li>• The types of eyebrow and eyelashes shapes.</li> <li>• How these influence facial dimensions.</li> <li>• How to achieve symmetry and balance.</li> </ul>		
		1.5	Explain how hair growth patterns influence the treatment outcomes.		
		1.6	Explain how magnifying and illuminating the individual's treatment area can support the brow shaping treatment.		

1	Continued	1.7	<p>Explain the types, benefits and limitations of products and equipment used in eyelash and brow treatments, including:</p> <ul style="list-style-type: none"> <li>• How oxidation affects the shelf-life of tint.</li> <li>• How hair classification and characteristics can affect the colour choice and development time of the tint.</li> </ul>
		1.8	Describe the composition of henna used to colour eyebrow hair and the associated risks to health.
		1.9	Explain why henna is unsuitable for the eyelashes.
		1.10	<p>Identify the signs and symptoms of the following adverse reactions:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>

1	Continued	1.11	<p>Explain how eyebrow and eyelash treatments can cause, and the correct response to, the following adverse effects:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>
2	Provide eyelash and eyebrow treatments.	2.1	<p>Carry out a concise and comprehensive consultation with the client, including discussion of:</p> <ul style="list-style-type: none"> <li>• Treatment history.</li> <li>• Skincare regime.</li> <li>• Lifestyle.</li> <li>• Alternative treatment options.</li> <li>• Client's objectives and expectations.</li> <li>• Fees and timescales.</li> <li>• Identification of contra-indications.</li> </ul>
		2.2	<p>Carry out tests and record the outcome, to establish suitability for treatment.</p>
		2.3	<p>Confirm and agree with the client that they understand the proposed eyebrow and eyelash treatment, including:</p> <ul style="list-style-type: none"> <li>• Expected outcomes.</li> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Physical sensation of the treatment.</li> </ul>
		2.4	<p>Obtain and record the client's informed consent for the eyebrow and eyelash treatment.</p>

2	Continued	2.5	<p>Prepare the treatment area, including:</p> <ul style="list-style-type: none"> <li>• Magnify and illuminate the area.</li> <li>• Select and apply an appropriate hygiene product.</li> <li>• Carry out a hair and skin analysis.</li> <li>• Selecting appropriate eyebrow and eyelash products.</li> </ul>
		2.6	<p>Carry out an eyebrow shaping, including:</p> <ul style="list-style-type: none"> <li>• Safe and effective manual removal of brow hair using tweezers.</li> <li>• Supporting the skin to be taut during treatment.</li> <li>• Tweezing hairs in the same direction as growth.</li> </ul>
		2.7	<p>Carry out an eyelash and eyebrow tinting, including:</p> <ul style="list-style-type: none"> <li>• Application of protective barrier products and consumables adjacent to the treatment area.</li> <li>• Select and mix the tint and peroxide.</li> <li>• Accurate timing of the product.</li> <li>• Safe removal of the product.</li> </ul>
		2.8	<p>Carry out a cluster lash application, including:</p> <ul style="list-style-type: none"> <li>• Ensure the client is in a semi-reclined position.</li> <li>• Measure the cluster lash and trim prior to application.</li> <li>• Apply adhesive accurately to the base of the cluster lash.</li> <li>• Accurate stroking of the natural lash and application of the cluster lash to the base of the natural lash.</li> </ul>

2	Continued	2.9	Carry out a safe removal of a cluster lash, including the use of oil-based remover or solvent.
		2.10	Monitor the client's health, wellbeing and skin reaction during the treatment and implement the correct course of action in the event of an adverse reaction.
		2.11	Conclude the treatment, including: <ul style="list-style-type: none"> <li>• Confirm with the client that they are happy with the outcome of the treatment.</li> <li>• Complete and store the client's treatment records in accordance with data legislation.</li> <li>• Provide appropriate post-treatment advice and guidance.</li> </ul>
		2.12	Evaluate the treatment provided, including: <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Actions to be undertaken to implement improvement.</li> </ul>

### Additional Assessment Information

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Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
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Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates.

It is expected that competence of each assessment criteria will be observed **at least three times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Providing Body Massage Treatments Using Fundamental Techniques		<b>Level:</b>	2
<b>Unit Number:</b>	R/651/2498	<b>TQT:</b>	50	<b>GLH:</b>	45
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide body massage treatments using fundamental techniques.	1.1	Explain why you must always work within your own competence when providing body massage treatments.		
		1.2	Identify the absolute and relative contra-indications for body massage treatments.		
		1.3	Explain the purpose, use and limitations of body massage treatments, in relation to: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Current medical conditions.</li> </ul>		
		1.4	Explain how the frequency of providing body massage treatments can impact on your own health and wellbeing, including: <ul style="list-style-type: none"> <li>• Ways in which risks to health and wellbeing can be avoided.</li> <li>• Avoidance of work-related injuries.</li> <li>• Maintaining own personal wellbeing.</li> </ul>		
		1.5	Describe the signs and symptoms of the following work-related injuries: <ul style="list-style-type: none"> <li>• Repetitive strain injury.</li> <li>• Postural.</li> <li>• Dermatitis.</li> <li>• Dehydration.</li> <li>• Fatigue.</li> </ul>		



1	Continued	1.6	Explain the importance of maintaining your own posture and stance throughout a massage treatment.
		1.7	Explain how to maintain the client's comfort and care throughout the treatment in accordance with the body massage.
		1.8	Explain the types, use, benefits and limitations of different massage mediums, including: <ul style="list-style-type: none"> <li>• Oil.</li> <li>• Cream.</li> <li>• Oil free.</li> <li>• Powder.</li> </ul>
		1.9	Explain the types, use, benefits and limitations of different massage techniques, including: <ul style="list-style-type: none"> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Friction.</li> </ul>
		1.10	Identify the signs and symptoms of the following adverse reactions: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Bruising.</li> <li>• Allergy.</li> <li>• Excessive healing response.</li> </ul>
		1.11	Explain how body massage treatments can cause, and the correct response to, the following adverse reactions: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Bruising.</li> <li>• Allergy.</li> <li>• Excessive healing response.</li> </ul>

2	Provide body massage treatments using fundamental techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including discussion of: <ul style="list-style-type: none"> <li>• Treatment history.</li> <li>• Alternative treatment options.</li> <li>• Client's objectives and expectations.</li> <li>• Fees and timescales.</li> <li>• Identification of contra-indications.</li> </ul>
		2.2	Carry out tests and record the outcome, to establish suitability for treatment.
		2.3	Confirm and agree with the client that they understand the body massage treatment, including: <ul style="list-style-type: none"> <li>• Expected outcomes.</li> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Physical sensation of the treatment.</li> </ul>
		2.4	Obtain and record the client's informed consent for the body massage treatment.
		2.5	Carry out a skin and body analysis, including: <ul style="list-style-type: none"> <li>• Muscle tone.</li> <li>• Muscle tension.</li> <li>• Hair density.</li> <li>• Sluggish circulation.</li> <li>• Skin classification.</li> <li>• Skin condition.</li> <li>• Lax elasticity.</li> <li>• Posture.</li> </ul>

2	Continued	2.6	<p>Provide the massage treatment, including:</p> <ul style="list-style-type: none"> <li>• Selecting an appropriate massage medium.</li> <li>• Applying the massage medium, and carrying out an appropriate massage technique.</li> <li>• Maintaining own posture and stance.</li> <li>• Check the pressure, rhythm and flow of the massage with the client and adapt in accordance with the client's needs.</li> </ul>
		2.7	<p>Monitor the client's health, wellbeing and skin reaction during the treatment and implement the correct course of action in the event of an adverse reaction.</p>
		2.8	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> <li>• Confirm with the client that they are happy with the outcome of the treatment.</li> <li>• Complete and store the client's treatment records in accordance with data legislation.</li> <li>• Provide appropriate post-treatment advice and guidance.</li> </ul>
		2.9	<p>Evaluate the treatment provided, including:</p> <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Actions to be undertaken to implement improvement.</li> </ul>

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- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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It is expected that competence of each assessment criteria will be observed **at least twice** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Providing Manicure Services		<b>Level:</b>	2
<b>Unit Number:</b>	M/651/2423	<b>TQT:</b>	80	<b>GLH:</b>	55
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide manicure services.	1.1	Explain the importance of working within your competence when providing manicure services.		
		1.2	Identify relative and absolute contra-indications for manicure services.		
		1.3	Describe the signs and symptoms of contra-indications for manicure services.		
		1.4	Explain the purpose, use and limitations of manicure services in relation to: <ul style="list-style-type: none"> <li>Past and current medical history.</li> <li>Skin and nail condition.</li> <li>Relevant lifestyle factors.</li> <li>Client's expectations.</li> </ul>		
		1.5	Explain how natural nail shape impacts the manicure treatment.		
		1.6	Explain why it is important to carry out a nail and skin analysis to inform the treatment plan.		
		1.7	Describe the manual techniques used in manicure treatments and how to adapt them for a client's needs.		
		1.8	Describe the types of hygiene products available for the skin.		
		1.9	Describe the types, benefits and limitations of nail and skincare products and equipment used in manicures.		

1	<i>Continued</i>	1.10	Identify common allergens found in skincare products used in manicures.
		1.11	Describe the following massage techniques: <ul style="list-style-type: none"> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Frictions.</li> </ul>
		1.12	Explain why it is important to clean and dry the natural nail prior to applying a nail finish.
		1.13	Describe the following nail finishes: <ul style="list-style-type: none"> <li>• Nail polish.</li> <li>• Glossing buffer.</li> <li>• Natural nail.</li> <li>• Nail strengthener.</li> <li>• French.</li> <li>• Dark colour.</li> <li>• Light colour.</li> </ul>
		1.14	Describe the cause, symptoms and appropriate response to the following adverse reactions: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Allergic reaction.</li> <li>• Discolouration of the product.</li> <li>• Discolouration of the nail bed.</li> <li>• Discolouration of the nail plate.</li> <li>• Thinning of the nail plate.</li> <li>• Cuts and abrasions.</li> <li>• Bruising.</li> <li>• Lifting of the product.</li> <li>• Infection.</li> </ul>

2	Provide manicure services.	2.1	Discuss and establish the service with the client, including: <ul style="list-style-type: none"> <li>• Nail concerns.</li> <li>• Objectives, expectations, and desired outcome.</li> <li>• Treatment history.</li> <li>• Alternative treatment options.</li> <li>• Fees.</li> <li>• Service duration.</li> </ul>
		2.2	Carry out a nail and skin analysis to determine: <ul style="list-style-type: none"> <li>• Skin condition.</li> <li>• Nail condition.</li> <li>• Length and shape of nail.</li> <li>• Current nail finish.</li> </ul>
		2.3	Identify and respond appropriately to any contra-indications.
		2.4	Confirm and agree with the client that they have understood the proposed service, including: <ul style="list-style-type: none"> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Associated risks.</li> <li>• The products to be used.</li> <li>• The desired length and shape of the nails.</li> </ul>
		2.5	Obtain and record the client's informed consent for the service.
		2.6	Prepare the treatment area, including removal of any existing product according to manufacturer's instructions.



2	Continued	2.7	<p>Clip and shape the nails, ensuring a smooth free edge, including the following lengths and shapes:</p> <ul style="list-style-type: none"> <li>• Long.</li> <li>• Mid-length.</li> <li>• Short.</li> <li>• Round.</li> <li>• Oval.</li> <li>• Square.</li> <li>• Squoval.</li> <li>• Almond.</li> </ul>
		2.8	Select and use an appropriate exfoliator.
		2.9	<p>Carry out cuticle work, including:</p> <ul style="list-style-type: none"> <li>• Preparing a warm oil treatment.</li> <li>• Soaking the nails and cuticle.</li> <li>• Preparing cuticles in accordance with manufacturer's instructions.</li> <li>• Using appropriate tools to remove cuticle from the visible nail plate without damaging the surrounding skin.</li> </ul>
		2.10	<p>Select and apply an appropriate massage medium, including:</p> <ul style="list-style-type: none"> <li>• Oil.</li> <li>• Cream.</li> <li>• Oil free.</li> </ul>
		2.11	<p>Apply massage medium using appropriate massage techniques, including:</p> <ul style="list-style-type: none"> <li>• Relaxation techniques.</li> <li>• Therapeutic techniques.</li> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Frictions.</li> </ul>

2	Continued	2.12	Carry out heat treatments, including: <ul style="list-style-type: none"> <li>• Selecting an appropriate mask treatment.</li> <li>• Selecting, preparing and applying an appropriate heat treatment.</li> <li>• Using heated mitts.</li> <li>• Using paraffin wax.</li> <li>• Removing the mask product in accordance with manufacturer's instructions.</li> </ul>
		2.13	Prepare the nail plate for the nail finish.
		2.14	Apply the nail finish, including: <ul style="list-style-type: none"> <li>• Nail polish.</li> <li>• Glossing buffer.</li> <li>• Natural nail.</li> <li>• Nail strengthener.</li> <li>• French.</li> <li>• Dark colour.</li> <li>• Light colour.</li> </ul>
		2.15	Maintain health and safety requirements throughout the service, including: <ul style="list-style-type: none"> <li>• Monitoring the client's health, wellbeing and skin reaction.</li> <li>• Responding appropriately to any adverse effects.</li> <li>• Disposing of waste correctly.</li> </ul>
		2.16	Confirm with the client that they are satisfied with the outcome of the service.

2	<i>Continued</i>	2.17	Provide appropriate post treatment instructions.
		2.18	Record the outcome of the treatment in accordance with data legislation and organisational requirements.
		2.19	Carry out an evaluation of the service, including: <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• How improvements will be made.</li> </ul>

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- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Providing Pedicure Services		<b>Level:</b>	2
<b>Unit Number:</b>		T/651/2425	<b>TQT:</b>	80	<b>GLH:</b> 55
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide pedicure services.	1.1	Explain the importance of working within your competence when providing pedicure services.		
		1.2	Identify relative and absolute contra-indications for pedicure services.		
		1.3	Describe the signs and symptoms of contra-indications for pedicure services.		
		1.4	Explain the purpose, use and limitations of pedicure services in relation to: <ul style="list-style-type: none"> <li>• Past and current medical history.</li> <li>• Skin and nail condition.</li> <li>• Relevant lifestyle factors.</li> <li>• Client's expectations.</li> </ul>		
		1.5	Explain how natural nail shape impacts the pedicure treatment.		
		1.6	Explain why it is important to carry out a nail and skin analysis to inform the treatment plan.		
		1.7	Explain how to prevent ingrowing toenails and how and when to refer to a medical professional.		
		1.8	Describe the manual techniques used in pedicure treatments and how to adapt them for a client's needs.		

1	Continued	1.9	Describe the types of hygiene products available for the skin.
		1.10	Describe the types, benefits and limitations of nail and skincare products and equipment used in pedicures.
		1.11	Identify common allergens found in skincare products used in pedicures.
		1.12	Describe the following massage techniques: <ul style="list-style-type: none"> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Frictions.</li> </ul>
		1.13	Describe the physiological effects of massage techniques on the nails and skin.
		1.14	Explain why it is important to clean and dry the natural nail prior to applying a nail finish.
		1.15	Describe the following nail finishes: <ul style="list-style-type: none"> <li>• Nail polish.</li> <li>• Glossing buffer.</li> <li>• Natural nail.</li> <li>• Nail strengthener.</li> <li>• French.</li> <li>• Dark colour.</li> <li>• Light colour.</li> </ul>

1	Continued	1.16	Describe the cause, symptoms and appropriate response to the following adverse reactions: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Allergic reaction.</li> <li>• Discolouration of the product.</li> <li>• Discolouration of the nail bed.</li> <li>• Discolouration of the nail plate.</li> <li>• Thinning of the nail plate.</li> <li>• Cuts and abrasions.</li> <li>• Bruising.</li> <li>• Lifting of the product.</li> <li>• Infection.</li> </ul>
2	Provide pedicure services.	2.1	Discuss and establish the service with the client, including: <ul style="list-style-type: none"> <li>• Nail concerns.</li> <li>• Objectives, expectations, and desired outcome.</li> <li>• Treatment history.</li> <li>• Alternative treatment options.</li> <li>• Fees.</li> <li>• Service duration.</li> </ul>
		2.2	Carry out a nail and skin analysis to determine: <ul style="list-style-type: none"> <li>• Skin condition.</li> <li>• Nail condition.</li> <li>• Length and shape of nail.</li> <li>• Current nail finish.</li> </ul>
		2.3	Identify and respond appropriately to any contra-indications.



2	Continued	2.4	<p>Confirm and agree with the client that they have understood the proposed service, including:</p> <ul style="list-style-type: none"> <li>• Contra-actions.</li> <li>• Possible adverse reactions.</li> <li>• Associated risks.</li> <li>• The products to be used.</li> <li>• The desired length and shape of the nails.</li> </ul>
		2.5	Obtain and record the client's informed consent for the service.
		2.6	Prepare the treatment area, including removal of any existing product according to manufacturer's instructions.
		2.7	Clip and shape the nails, ensuring a smooth free edge.
		2.8	Select and use an appropriate exfoliator.
		2.9	<p>Carry out cuticle work, including:</p> <ul style="list-style-type: none"> <li>• Preparing a warm oil treatment.</li> <li>• Soaking the nails and cuticle.</li> <li>• Preparing cuticles in accordance with manufacturer's instructions.</li> <li>• Using appropriate tools to remove cuticle from the visible nail plate without damaging the surrounding skin.</li> </ul>
		2.10	Select and apply an appropriate callus removal treatment to the underside of the feet.
		2.11	<p>Select and apply an appropriate massage medium, including:</p> <ul style="list-style-type: none"> <li>• Oil.</li> <li>• Cream.</li> <li>• Oil free.</li> </ul>

2	Continued	2.12	<p>Apply massage medium using appropriate massage techniques, including:</p> <ul style="list-style-type: none"> <li>• Relaxation techniques.</li> <li>• Therapeutic techniques.</li> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Tapotement.</li> <li>• Frictions.</li> </ul>
		2.13	<p>Carry out heat treatments, including:</p> <ul style="list-style-type: none"> <li>• Selecting an appropriate mask treatment.</li> <li>• Selecting, preparing and applying an appropriate heat treatment.</li> <li>• Using heated boots.</li> <li>• Using paraffin wax.</li> <li>• Removing the mask product in accordance with manufacturer's instructions.</li> </ul>
		2.14	<p>Prepare the nail plate for the nail finish.</p>
		2.15	<p>Apply the nail finish, including:</p> <ul style="list-style-type: none"> <li>• Nail polish.</li> <li>• Glossing buffer.</li> <li>• Natural nail.</li> <li>• Nail strengthener.</li> <li>• French.</li> <li>• Dark colour.</li> <li>• Light colour.</li> </ul>
		2.16	<p>Maintain health and safety requirements throughout the service, including:</p> <ul style="list-style-type: none"> <li>• Monitoring the client's health, wellbeing and skin reaction.</li> <li>• Responding appropriately to any adverse effects.</li> <li>• Disposing of waste correctly.</li> </ul>
		2.17	<p>Confirm with the client that they are satisfied with the outcome of the service.</p>

2	<i>Continued</i>	2.17	Provide appropriate post treatment instructions.
		2.18	Record the outcome of the treatment in accordance with data legislation and organisational requirements.
		2.19	Carry out an evaluation of the service, including: <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• How improvements will be made.</li> </ul>

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Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Principles and Practice of Facial Electrical Treatments		<b>Level:</b>	3
<b>Unit Number:</b>	R/651/3875	<b>TQT:</b>	150	<b>GLH:</b>	120
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to prepare for and provide facial electrical treatments.	1.1	<p>Explain how you would identify each of the following contra-indications, and the appropriate action to take if they are identified:</p> <ul style="list-style-type: none"> <li>• Contagious skin diseases.</li> <li>• Dysfunction of the nervous system.</li> <li>• Recent scar tissue.</li> <li>• Undiagnosed lumps and swellings.</li> <li>• Cancer treatment.</li> <li>• Uncontrolled diabetes.</li> <li>• Epilepsy.</li> <li>• High blood pressure.</li> <li>• Low blood pressure.</li> <li>• Micropigmentation.</li> <li>• History of thrombosis or embolism.</li> <li>• Botox.</li> <li>• Dermal fillers.</li> <li>• Metal pins and plates.</li> <li>• Medication.</li> <li>• Pregnancy.</li> <li>• Piercings.</li> <li>• Anxiety.</li> <li>• Cuts and abrasions.</li> <li>• Bruises.</li> <li>• Recent dermabrasion or chemical peel.</li> <li>• Recent IPL, Laser or Epilation.</li> <li>• Heart disease.</li> <li>• Pacemaker.</li> </ul>		

1	Continued	1.2	<p>Explain how the following diverse needs can affect facial electrical treatments:</p> <ul style="list-style-type: none"> <li>• Culture.</li> <li>• Religion.</li> <li>• Age.</li> <li>• Disability.</li> <li>• Gender.</li> </ul>
		1.3	Explain how to carry out and interpret pre-treatment tests.
		1.4	Explain how to assess facial muscle tone, skin type and condition.
		1.5	Explain how facial electrical treatments should be adapted to suit different skin types, skin conditions and treatment objectives.
		1.6	<p>Explain the use of the following tools and equipment:</p> <ul style="list-style-type: none"> <li>• Direct high frequency.</li> <li>• Galvanic.</li> <li>• Microcurrent.</li> <li>• Microdermabrasion.</li> </ul>
		1.7	<p>Explain how facial electrical treatments can be used to deliver the following treatment objectives:</p> <ul style="list-style-type: none"> <li>• Improved skin condition.</li> <li>• Improved contour and muscle condition.</li> <li>• Improved skin texture.</li> <li>• Improved lymphatic drainage.</li> </ul>
		1.8	Explain why it is important to explain the treatment process, equipment sensation and noise to the client.
		1.9	Describe the type of electrical currents produced by the equipment being used and their effects on the face.

1	Continued	1.10	Describe the techniques used to carry out milia extraction that cause minimal damage to the skin.
		1.11	Describe the types of treatments that could be given in conjunction with, or after, facial electrical treatments.
		1.12	Describe the risks associated with facial electrical equipment and how to mitigate them.
		1.13	Explain how aging affects the skin and limits the effectiveness of electrical treatments.
		1.14	Explain the advice and guidance that should be given to clients following facial electrical treatments.
		1.15	Describe the signs and symptoms of the following adverse reactions: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>
		1.16	Explain how facial electrical treatments can cause the following adverse reactions and how to avoid them: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>



1	Continued	1.17	Describe the action that should be taken should any of the following adverse reactions occur: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>
2	Carry out facial electrical treatments.	2.1	Carry out a concise and comprehensive consultation, including: <ul style="list-style-type: none"> <li>• Using a range of consultation techniques.</li> <li>• Client's objectives and desired outcomes.</li> <li>• Identification of contra-indications.</li> <li>• Associated risks, including adverse reactions.</li> <li>• Associated fees and timescales.</li> <li>• Identification of skin type.</li> <li>• Identification of skin condition.</li> </ul>
		2.2	Carry out pre-treatment tests to determine suitability for treatment.
		2.3	Agree the treatment and outcomes with the client, including obtaining signed informed consent for the treatment.
		2.4	Select tools, equipment and products appropriate for the treatment objectives, skin type and skin condition, including: <ul style="list-style-type: none"> <li>• Direct high frequency.</li> <li>• Galvanic.</li> <li>• Microcurrent.</li> <li>• Microdermabrasion.</li> </ul>

2	Continued	2.5	<p>Carry out the facial electrical treatment, including:</p> <ul style="list-style-type: none"> <li>• Explaining the sensation and noise created by the equipment.</li> <li>• Explain the treatment procedure to the client at each stage of the process.</li> <li>• Use and adapt equipment, tools and treatment duration to suit the client's skin type, skin condition and treatment objectives.</li> <li>• Carry out milia extraction minimising discomfort and skin damage.</li> </ul>
		2.6	<p>Maintain responsibilities for health and safety throughout the treatment, including:</p> <ul style="list-style-type: none"> <li>• Monitoring the client's health and wellbeing throughout.</li> <li>• Working in a way to avoid adverse reactions.</li> <li>• Taking the appropriate action if any adverse reactions or discomfort occur.</li> </ul>
		2.7	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> <li>• Confirming the client is happy with the outcome.</li> <li>• Completing and storing the client's records in accordance with legislative and organisational requirements.</li> <li>• Providing appropriate post-service advice and guidance to the client.</li> </ul>
		2.8	<p>Evaluate the service provided, including:</p> <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Action to be taken to implement improvements.</li> </ul>

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Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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It is expected that competence of each assessment criteria will be observed **at least four times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- All practical activities are carried out on live models.
- The simulated environment matches, as close as possible, the environment found in a working salon.

<b>Title:</b>		Principles and Practice of Body Electrical Treatments		<b>Level:</b>	3
<b>Unit Number:</b>		T/651/3876	<b>TQT:</b>	150	<b>GLH:</b> 120
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to prepare for and provide body electrical treatments.	1.1	Explain how you would identify each of the following contra-indications, and the appropriate action to take if they are identified: <ul style="list-style-type: none"> <li>• Contagious skin diseases.</li> <li>• Dysfunction of the nervous system.</li> <li>• Recent scar tissue.</li> <li>• Undiagnosed lumps and swellings.</li> <li>• Cancer treatment.</li> <li>• Uncontrolled diabetes.</li> <li>• Epilepsy.</li> <li>• High blood pressure.</li> <li>• Low blood pressure.</li> <li>• Micropigmentation.</li> <li>• History of thrombosis or embolism.</li> <li>• Metal pins and plates.</li> <li>• Medication.</li> <li>• Pregnancy.</li> <li>• Piercings.</li> <li>• Anxiety.</li> <li>• Cuts and abrasions.</li> <li>• Bruises.</li> <li>• Recent IPL, Laser or Epilation.</li> <li>• Heart disease.</li> <li>• Pacemaker.</li> </ul>		
		1.2	Explain how the following diverse needs can affect body electrical treatments: <ul style="list-style-type: none"> <li>• Culture.</li> <li>• Religion.</li> <li>• Age.</li> <li>• Disability.</li> <li>• Gender.</li> </ul>		

1	Continued	1.3	Explain how to carry out and interpret pre-treatment tests.
		1.4	Explain how to assess the following characteristics: <ul style="list-style-type: none"> <li>• Muscle tone.</li> <li>• Skin type.</li> <li>• Skin condition.</li> <li>• Posture.</li> <li>• Fluid retention.</li> <li>• Body fat.</li> </ul>
		1.5	Describe the characteristics of the following body types and conditions: <ul style="list-style-type: none"> <li>• Endomorph.</li> <li>• Mesomorph.</li> <li>• Ectomorph.</li> <li>• Cellulite.</li> <li>• Poor muscle tone.</li> <li>• Sluggish circulation.</li> </ul>
		1.6	Explain how body electrical treatments should be adapted to suit different body types, body conditions and treatment objectives.
		1.7	Explain how to use the following tools and equipment: <ul style="list-style-type: none"> <li>• Galvanic.</li> <li>• Electro muscle stimulator.</li> <li>• Microdermabrasion.</li> <li>• Lymphatic drainage equipment.</li> </ul>
		1.8	Explain how body electrical treatments can be used to deliver the following treatment objectives: <ul style="list-style-type: none"> <li>• Improved skin and body condition.</li> <li>• Improved contour and muscle condition.</li> <li>• Improved lymphatic drainage.</li> </ul>
		1.9	Explain why it is important to explain the treatment process, equipment sensation and noise to the client.

1	Continued	1.10	Describe the type of electrical currents produced by the equipment being used and their effects on the body.
		1.11	Describe the types of treatments that could be given in conjunction with, or after, body electrical treatments.
		1.12	Describe the risks associated with body electrical equipment and how to mitigate them.
		1.13	Explain the advice and guidance that should be given to clients following body electrical treatments.
		1.14	Describe the signs and symptoms of the following adverse reactions: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Bruising.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Muscle fatigue.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>
		1.15	Explain how body electrical treatments can cause the following adverse reactions and how to avoid them: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Bruising.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Muscle fatigue.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>

1	Continued	1.16	Describe the action that should be taken should any of the following adverse reactions occur: <ul style="list-style-type: none"> <li>• Galvanic burn.</li> <li>• Bruising.</li> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Excessive erythema.</li> <li>• Muscle fatigue.</li> <li>• Hyperpigmentation.</li> <li>• Hypopigmentation.</li> </ul>
2	Carry out body electrical treatments.	2.1	Carry out a concise and comprehensive consultation, including: <ul style="list-style-type: none"> <li>• Using a range of consultation techniques.</li> <li>• Client's objectives and desired outcomes.</li> <li>• Identification of contra-indications.</li> <li>• Associated risks, including adverse reactions.</li> <li>• Associated fees and timescales.</li> <li>• Identification of body type.</li> <li>• Identification of body condition.</li> </ul>
		2.2	Carry out pre-treatment tests to determine suitability for treatment.
		2.3	Agree the treatment and outcomes with the client, including obtaining signed informed consent for the treatment.
		2.4	Select tools, equipment and products appropriate for the treatment objectives, skin type and skin condition, including: <ul style="list-style-type: none"> <li>• Galvanic.</li> <li>• Electro muscle stimulator.</li> <li>• Microdermabrasion.</li> <li>• Lymphatic drainage equipment.</li> </ul>



2	Continued	2.5	<p>Carry out the body electrical treatment, including:</p> <ul style="list-style-type: none"> <li>Explaining the sensation and noise created by the equipment.</li> <li>Explain the treatment procedure to the client at each stage of the process.</li> <li>Use and adapt equipment, tools and treatment duration to suit the client's skin type, skin condition and treatment objectives.</li> </ul>
		2.6	<p>Maintain responsibilities for health and safety throughout the treatment, including:</p> <ul style="list-style-type: none"> <li>Monitoring the client's health and wellbeing throughout.</li> <li>Working in a way to avoid adverse reactions.</li> <li>Taking the appropriate action if any adverse reactions or discomfort occur.</li> </ul>
		2.7	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> <li>Confirming the client is happy with the outcome.</li> <li>Completing and storing the client's records in accordance with legislative and organisational requirements.</li> <li>Providing appropriate post-service advice and guidance to the client.</li> </ul>
		2.8	<p>Evaluate the service provided, including:</p> <ul style="list-style-type: none"> <li>Areas of strength.</li> <li>Areas for improvement.</li> <li>Action to be taken to implement improvements.</li> </ul>

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It is expected that competence of each assessment criteria will be observed **at least four times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- All practical activities are carried out on live models.
- The simulated environment matches, as close as possible, the environment found in a working salon.

<b>Title:</b>		Principles and Practice of Self-Tanning Services		<b>Level:</b>	2
<b>Unit Number:</b>		H/651/3870	<b>TQT:</b>	80	<b>GLH:</b> 70
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to provide self-tanning services.	1.1	Identify the signs and symptoms of the following contra-indications: <ul style="list-style-type: none"> <li>• Severe asthma.</li> <li>• Contagious skin conditions.</li> <li>• Bronchial conditions.</li> <li>• Insulin dependent diabetes.</li> <li>• Pigmentation disorders.</li> <li>• Sunburn.</li> <li>• Psoriasis.</li> <li>• Eczema.</li> <li>• Cuts and abrasions.</li> </ul>		
		1.2	Describe the appropriate action to take if any of the following contra-indications are identified: <ul style="list-style-type: none"> <li>• Severe asthma.</li> <li>• Contagious skin conditions.</li> <li>• Bronchial conditions.</li> <li>• Insulin dependent diabetes.</li> <li>• Pigmentation disorders.</li> <li>• Sunburn.</li> <li>• Psoriasis.</li> <li>• Eczema.</li> <li>• Cuts and abrasions.</li> </ul>		
		1.3	Describe how to carry out a skin sensitivity test.		
		1.4	Explain why it is important to carry out a skin sensitivity test prior to a self-tanning service.		

1	Continued	1.5	Explain how to match a product selection to the client's skin type and preference.
		1.6	Describe how to prepare the client's skin for a self-tanning service.
		1.7	Explain the reasons for exfoliating and moisturising the skin prior to a self-tanning service.
		1.8	Describe the use, maintenance and storage of the equipment used for a self-tanning service, including: <ul style="list-style-type: none"> <li>• Spray gun.</li> <li>• Compressor.</li> <li>• Buffing mitt.</li> </ul>
		1.9	Explain what is meant by <b>PSI</b> and why this is adjusted to suit the size of area and coverage required.
		1.10	Explain the potential risks of using pressurised equipment and how to mitigate them, including the importance of using equipment with a working pressure gauge.
		1.11	Describe common problems that can arise with spray tanning equipment and how to correct them.
		1.12	Describe how the following products are used in a self-tanning service: <ul style="list-style-type: none"> <li>• Tanning creams.</li> <li>• Tanning gels.</li> <li>• Spray tan liquid.</li> <li>• Barrier cream.</li> <li>• Exfoliators.</li> <li>• Moisturisers.</li> </ul>

1	Continued	1.13	<p>Explain the ingredients commonly found in the following products:</p> <ul style="list-style-type: none"> <li>• Tanning creams.</li> <li>• Tanning gels.</li> <li>• Spray tan liquid.</li> <li>• Barrier cream.</li> <li>• Exfoliators.</li> <li>• Moisturisers.</li> </ul>
		1.14	<p>Describe the effects of the following products on the skin:</p> <ul style="list-style-type: none"> <li>• Tanning creams.</li> <li>• Tanning gels.</li> <li>• Spray tan liquid.</li> <li>• Barrier cream.</li> <li>• Exfoliators.</li> <li>• Moisturisers.</li> </ul>
		1.15	<p>Explain how different types of skin pigmentation disorders can affect the self-tan result.</p>
		1.16	<p>Explain how and when to use tanning enhancers.</p>
		1.17	<p>Explain how and when to use tanning correctors.</p>
		1.18	<p>Describe the advice that should be given to the client following a self-tanning service.</p>
		1.19	<p>Identify the signs and symptoms of the following adverse effects:</p> <ul style="list-style-type: none"> <li>• Skin irritation.</li> <li>• Swelling.</li> <li>• Burning.</li> <li>• Itching.</li> <li>• Watery eyes.</li> <li>• Coughing.</li> <li>• Fainting.</li> </ul>

1	Continued	1.20	Describe the appropriate course of action if any of the following adverse effects occur: <ul style="list-style-type: none"> <li>• Skin irritation.</li> <li>• Swelling.</li> <li>• Burning.</li> <li>• Itching.</li> <li>• Watery eyes.</li> <li>• Coughing.</li> <li>• Fainting.</li> </ul>
2	Provide a range of self-tanning services.	2.1	Carry out a concise and comprehensive consultation, including: <ul style="list-style-type: none"> <li>• Client objectives and desired outcome.</li> <li>• Identification of any contra-indications and taking any necessary action.</li> <li>• Associated risks.</li> <li>• Associated fees and timescales.</li> <li>• Agree the products and equipment to be used.</li> <li>• Obtain the client's informed consent for the service.</li> </ul>
		2.2	Carry out a skin sensitivity test and record the result.
		2.3	Prepare the client's skin, ensuring it is clean and ready for the selected self-tanning product.
		2.4	Test the operation and pressure of the spray gun prior to use.
		2.5	Apply the selected products: <ul style="list-style-type: none"> <li>• In a controlled way.</li> <li>• At the required distance to achieve the desired effect.</li> <li>• Evenly.</li> <li>• In the required sequence.</li> <li>• In a way that minimises the risk of products being spread outside the treatment area.</li> </ul>

2	Continued	2.6	Adhere to health and safety requirements throughout the service, including: <ul style="list-style-type: none"> <li>Monitoring the client's health and wellbeing throughout the service.</li> <li>Taking the appropriate action in the case of any adverse reaction.</li> </ul>
		2.7	Conclude the service, including: <ul style="list-style-type: none"> <li>Confirming with the client that they are happy with the outcome of the service.</li> <li>Completing and storing the client's records in line with legislative and organisational requirements.</li> <li>Providing appropriate post-service advice and instruction to the client.</li> </ul>
		2.8	Evaluate the service provided, including: <ul style="list-style-type: none"> <li>Areas of strength.</li> <li>Areas for improvement.</li> <li>Action to be taken to implement improvement.</li> </ul>



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<b>Title:</b>		Principles and Practice of Intimate Waxing for Female Clients		<b>Level:</b>	3
<b>Unit Number:</b>	Y/651/3641	<b>TQT:</b>	70	<b>GLH:</b>	50
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand the anatomy of the female genitalia and associated structures.	1.1	Identify the following components of the female genitalia: <ul style="list-style-type: none"> <li>• Mons pubis.</li> <li>• Labia majora.</li> <li>• Labia minora.</li> <li>• Clitoris.</li> <li>• Urinary meatus.</li> <li>• Vaginal orifice.</li> <li>• Hymen.</li> </ul>		
		1.2	Identify the following components of the skin: <ul style="list-style-type: none"> <li>• Epidermis.</li> <li>• Dermis.</li> <li>• Subcutaneous layer.</li> <li>• Hair follicle.</li> <li>• Hair shaft.</li> <li>• Sebaceous gland.</li> <li>• Arrector pili muscle.</li> <li>• Sweat gland.</li> <li>• Blood and lymph vessels.</li> <li>• Sensory nerve endings.</li> </ul>		
		1.3	Describe how the skin performs the following functions: <ul style="list-style-type: none"> <li>• Protection.</li> <li>• Heat regulation.</li> <li>• Sensitivity.</li> <li>• Vitamin D production.</li> </ul>		

1	<i>Continued</i>	1.4	Describe the stages of the hair growth cycle.
		1.5	Describe the types of hair found on the human body, and their function.
2	Understand how to prepare for and provide an intimate waxing service for female clients.	2.1	<p>Explain the legal and organisational requirements of the following, in relation to intimate waxing services:</p> <ul style="list-style-type: none"> <li>• Health and safety.</li> <li>• Safeguarding procedures.</li> <li>• Client protection and preparation.</li> <li>• Own personal hygiene, protection and appearance.</li> </ul>
		2.2	Explain how, and why it is important, to always maintain the client's modesty and privacy.
		2.3	<p>Describe the required environmental conditions for an intimate waxing service, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Heating.</li> <li>• Ventilation.</li> <li>• Cleanliness.</li> </ul>

2	Continued	2.4	Describe the signs and symptoms of the following contra-indications: <ul style="list-style-type: none"> <li>• Urinary infections.</li> <li>• Sexually transmitted infections.</li> <li>• Pubic lice.</li> <li>• Oedema.</li> <li>• Heat rash.</li> <li>• Sun burn.</li> <li>• Diabetes.</li> <li>• Moles.</li> <li>• Ingrowing hairs.</li> <li>• Skin tags.</li> <li>• Recent scar tissue.</li> <li>• External haemorrhoids.</li> <li>• Menstruation.</li> <li>• Varicose veins.</li> <li>• Infectious skin conditions.</li> <li>• Thin and fragile skin.</li> <li>• Allergies to products used.</li> </ul>
		2.5	Identify the contra-indications that would: <ul style="list-style-type: none"> <li>• Restrict an intimate waxing service.</li> <li>• Prevent an intimate waxing service.</li> <li>• Required medical referral.</li> </ul>
		2.6	Explain why it is important to carry out the following, prior to an intimate waxing service: <ul style="list-style-type: none"> <li>• A skin sensitivity test.</li> <li>• A thermal test patch.</li> <li>• Trim overly long hair.</li> </ul>
		2.7	Explain why it is important to explain the procedure and the potential contra-actions to the client before undertaking an intimate waxing procedure.

2	Continued	2.8	Explain why it is important for the client to personally cleanse the area to be treated immediately prior to the waxing service.
		2.9	Describe the tools and products used to provide an intimate waxing service for a female client.
		2.10	Describe the following alternative methods of hair removal and how they affect an intimate waxing service: <ul style="list-style-type: none"> <li>• Tweezing.</li> <li>• Shaving.</li> <li>• Depilatory creams.</li> <li>• Electrical depilatory.</li> <li>• Abrasive mitts.</li> <li>• Light based hair reduction.</li> <li>• Threading.</li> <li>• Electrical epilation.</li> </ul>
		2.11	Describe how to provide the following intimate waxing services: <ul style="list-style-type: none"> <li>• Hollywood.</li> <li>• Brazilian.</li> <li>• Bollywood.</li> <li>• Las Vegas.</li> <li>• California.</li> <li>• Shaping.</li> <li>• Adornments.</li> </ul>
		2.12	Explain the function and purpose of pre- and post- waxing products.
		2.13	Describe the ingredients and composition of different waxing products.

2	Continued	2.14	Explain how different waxing products are suitable for different types of hair.
		2.15	Describe how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment.
		2.16	Describe the signs and symptoms of the following contra-actions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Blood spots.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Histamine reaction.</li> <li>• Excessive erythema.</li> <li>• Excessive regrowth.</li> <li>• Diminished regrowth.</li> <li>• Burns.</li> <li>• Inflammation.</li> </ul>
		2.17	Explain how an intimate waxing service can cause the following contra-actions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Blood spots.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Histamine reaction.</li> <li>• Excessive erythema.</li> <li>• Excessive regrowth.</li> <li>• Diminished regrowth.</li> <li>• Burns.</li> <li>• Inflammation.</li> </ul>

3	Provide an intimate waxing service for female clients.	3.1	Carry out a client consultation, including: <ul style="list-style-type: none"> <li>• Discuss the client's desired outcome.</li> <li>• Discuss the service timescales and associated fees.</li> <li>• Explain the procedure and possible contra-actions.</li> <li>• Identify any contra-indications and respond appropriately.</li> <li>• Agree the service plan.</li> <li>• Obtain the client's written and signed informed consent for the service.</li> </ul>
		3.2	Use a range consultation techniques, including: <ul style="list-style-type: none"> <li>• Questioning.</li> <li>• Listening.</li> <li>• Visual.</li> <li>• Manual.</li> <li>• Written.</li> </ul>
		3.3	Select the appropriate tools and equipment for the intimate waxing service.
		3.4	Select the appropriate pre- and post- waxing products for the intimate waxing service.
		3.5	Select the appropriate waxing product for the intimate waxing service.
		3.6	Prepare the client for the intimate waxing service, including: <ul style="list-style-type: none"> <li>• Asking the client to remove accessories and clothing required for the service.</li> <li>• Protection of the clothing.</li> <li>• Conduct a thermal patch test.</li> <li>• Instructing the client to cleanse the area to be treated.</li> <li>• Positioning the client appropriately.</li> <li>• Trimming any overly long hair in the treatment area.</li> <li>• Apply a pre-wax product.</li> </ul>



3	Continued	3.7	<p>Provide the waxing service, including:</p> <ul style="list-style-type: none"> <li>• Apply and remove wax according to the requirements of the hair removal method and hair growth patterns.</li> <li>• Correctly stretch and manipulate the skin.</li> <li>• Use an appropriate speed of product removal.</li> <li>• Use an appropriate angle of product removal.</li> <li>• Monitor the temperature of the product.</li> <li>• Monitoring the client's wellbeing throughout the service.</li> <li>• Minimise discomfort to the client.</li> <li>• Minimise the risk of cross-infection and contamination.</li> <li>• Follow safeguarding procedures.</li> </ul>
		3.8	<p>Provide <b>at least three</b> of the following intimate waxing services:</p> <ul style="list-style-type: none"> <li>• Hollywood.</li> <li>• Brazilian.</li> <li>• Bollywood.</li> <li>• Las Vegas.</li> <li>• California.</li> <li>• Shaping.</li> <li>• Adornments.</li> </ul>
		3.9	<p>Conclude the intimate waxing service, including:</p> <ul style="list-style-type: none"> <li>• Ensure the treatment area is left free of wax and hair.</li> <li>• Apply an appropriate post-wax product.</li> <li>• Ensure that the client is satisfied with the result.</li> <li>• Complete and store the client's treatment records.</li> </ul>

3	Continued	3.10	<p>Provide appropriate post-treatment advice and recommendations to the client, including:</p> <ul style="list-style-type: none"> <li>• Activities to avoid after waxing.</li> <li>• Aftercare requirements and why these are important.</li> <li>• Future treatment timescales.</li> <li>• Additional products and services the client may be interested in.</li> <li>• Personal toilet hygiene.</li> </ul>
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### Endorsement Requirements

It is expected that candidates will be **taught** how to provide **all** the following intimate waxing services for female clients:

- Hollywood.
- Brazilian.
- Bollywood.
- Las Vegas.
- California.
- Shaping.
- Adornments.

Candidates must be **assessed and endorsed** on **at least three** of these services. Candidates may be assessed on more than three of these services if desired.

Endorsements will appear on unit certificates.

### Additional Assessment Information

Learning Outcomes 1 and 2 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 3 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates. It is expected that competence of each assessment criteria will be observed **at least four times** before it is awarded. Both the candidate and live model must be **at least 18 years old**.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Principles and Practice of Intimate Waxing for Male Clients		<b>Level:</b>	3
<b>Unit Number:</b>	A/651/3642	<b>TQT:</b>	70	<b>GLH:</b>	50
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand the anatomy of the male genitalia and associated structures.	1.1	Identify the following components of the male genitalia: <ul style="list-style-type: none"> <li>• Foreskin.</li> <li>• Glans penis.</li> <li>• Scrotum.</li> <li>• Vas deferens.</li> <li>• Testicles.</li> <li>• Epididymis.</li> <li>• Seminal glands.</li> <li>• Accessory glands.</li> <li>• Prostate gland.</li> </ul>		
		1.2	Identify the following components of the skin: <ul style="list-style-type: none"> <li>• Epidermis.</li> <li>• Dermis.</li> <li>• Subcutaneous layer.</li> <li>• Hair follicle.</li> <li>• Hair shaft.</li> <li>• Sebaceous gland.</li> <li>• Arrector pili muscle.</li> <li>• Sweat gland.</li> <li>• Blood and lymph vessels.</li> <li>• Sensory nerve endings.</li> </ul>		

1	<i>Continued</i>	1.3	Describe how the skin performs the following functions: <ul style="list-style-type: none"> <li>• Protection.</li> <li>• Heat regulation.</li> <li>• Sensitivity.</li> <li>• Vitamin D production.</li> </ul>
		1.4	Describe the stages of the hair growth cycle.
		1.5	Describe the types of hair found on the human body, and their function.
2	Understand how to prepare for and provide an intimate waxing service for male clients.	2.1	Explain the legal and organisational requirements of the following, in relation to intimate waxing services: <ul style="list-style-type: none"> <li>• Health and safety.</li> <li>• Safeguarding procedures.</li> <li>• Client protection and preparation.</li> <li>• Own personal hygiene, protection and appearance.</li> </ul>
		2.2	Explain how, and why it is important, to always maintain the client's modesty and privacy.
		2.3	Describe the required environmental conditions for an intimate waxing service, including, but not limited to: <ul style="list-style-type: none"> <li>• Heating.</li> <li>• Ventilation.</li> <li>• Cleanliness.</li> </ul>

2	Continued	2.4	Describe the signs and symptoms of the following contra-indications: <ul style="list-style-type: none"> <li>• Urinary infections.</li> <li>• Sexually transmitted infections.</li> <li>• Pubic lice.</li> <li>• Oedema.</li> <li>• Heat rash.</li> <li>• Sunburn.</li> <li>• Diabetes.</li> <li>• Moles.</li> <li>• Ingrowing hairs.</li> <li>• Skin tags.</li> <li>• Recent scar tissue.</li> <li>• External haemorrhoids.</li> <li>• Varicose veins.</li> <li>• Infectious skin conditions.</li> <li>• Thin and fragile skin.</li> <li>• Allergies to products used.</li> </ul>
		2.5	Identify the contra-indications that would: <ul style="list-style-type: none"> <li>• Restrict an intimate waxing service.</li> <li>• Prevent an intimate waxing service.</li> <li>• Required medical referral.</li> </ul>
		2.6	Explain why it is important to carry out the following, prior to an intimate waxing service: <ul style="list-style-type: none"> <li>• A skin sensitivity test.</li> <li>• A thermal test patch.</li> <li>• Trim overly long hair.</li> </ul>
		2.7	Explain why it is important to explain the procedure and the potential contra-actions to the client before undertaking an intimate waxing procedure.
		2.8	Explain why it is important for the client to personally cleanse the area to be treated immediately prior to the waxing service.

2	Continued	2.9	Describe the tools and products used to provide an intimate waxing service for a female client.
		2.10	Describe the following alternative methods of hair removal and how they affect an intimate waxing service: <ul style="list-style-type: none"> <li>• Tweezing.</li> <li>• Shaving.</li> <li>• Depilatory creams.</li> <li>• Electrical depilatory.</li> <li>• Abrasive mitts.</li> <li>• Light based hair reduction.</li> <li>• Threading.</li> <li>• Electrical epilation.</li> </ul>
		2.11	Describe how to provide intimate waxing services to the following parts of the body: <ul style="list-style-type: none"> <li>• Lower back.</li> <li>• Buttocks.</li> <li>• Anal area.</li> <li>• Scrotum.</li> <li>• Penis.</li> </ul>
		2.12	Explain the function and purpose of pre- and post- waxing products.
		2.13	Describe the ingredients and composition of different waxing products.
		2.14	Explain how different waxing products are suitable for different types of hair.
		2.15	Describe how to deal with circumstances in which the client's behaviour breaches the professional status of the treatment.



2	Continued	2.16	Describe the signs and symptoms of the following contra-actions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Blood spots.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Histamine reaction.</li> <li>• Excessive erythema.</li> <li>• Excessive regrowth.</li> <li>• Diminished regrowth.</li> <li>• Burns.</li> <li>• Inflammation.</li> </ul>
		2.17	Explain how an intimate waxing service can cause the following contra-actions: <ul style="list-style-type: none"> <li>• Bruising.</li> <li>• Blood spots.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Histamine reaction.</li> <li>• Excessive erythema.</li> <li>• Excessive regrowth.</li> <li>• Diminished regrowth.</li> <li>• Burns.</li> <li>• Inflammation.</li> </ul>
3	Provide an intimate waxing service for male clients.	3.1	Carry out a client consultation, including: <ul style="list-style-type: none"> <li>• Discuss the client's desired outcome.</li> <li>• Discuss the service timescales and associated fees.</li> <li>• Explain the procedure and possible contra-actions.</li> <li>• Identify any contra-indications and respond appropriately.</li> <li>• Agree the service plan.</li> <li>• Obtain the client's written and signed informed consent for the service.</li> </ul>

3	Continued	3.2	Use a range consultation techniques, including: <ul style="list-style-type: none"> <li>• Questioning.</li> <li>• Listening.</li> <li>• Visual.</li> <li>• Manual.</li> <li>• Written.</li> </ul>
		3.3	Select the appropriate tools and equipment for the intimate waxing service.
		3.4	Select the appropriate pre- and post- waxing products for the intimate waxing service.
		3.5	Select the appropriate waxing product for the intimate waxing service.
		3.6	Prepare the client for the intimate waxing service, including: <ul style="list-style-type: none"> <li>• Asking the client to remove accessories and clothing required for the service.</li> <li>• Protection of the clothing.</li> <li>• Conduct a thermal patch test.</li> <li>• Instructing the client to cleanse the area to be treated.</li> <li>• Positioning the client appropriately.</li> <li>• Trimming any overly long hair in the treatment area.</li> <li>• Apply a pre-wax product.</li> </ul>

3	Continued	3.7	<p>Provide the waxing service, including:</p> <ul style="list-style-type: none"> <li>• Apply and remove wax according to the requirements of the hair removal method and hair growth patterns.</li> <li>• Correctly stretch and manipulate the skin.</li> <li>• Use an appropriate speed of product removal.</li> <li>• Use an appropriate angle of product removal.</li> <li>• Monitor the temperature of the product.</li> <li>• Monitoring the client's wellbeing throughout the service.</li> <li>• Minimise discomfort to the client.</li> <li>• Minimise the risk of cross-infection and contamination.</li> <li>• Follow safeguarding procedures.</li> </ul>
		3.8	<p>Provide intimate waxing services to the following parts of the body:</p> <ul style="list-style-type: none"> <li>• Lower back.</li> <li>• Buttocks.</li> <li>• Anal area.</li> <li>• Scrotum.</li> <li>• Penis.</li> </ul>
		3.9	<p>Conclude the intimate waxing service, including:</p> <ul style="list-style-type: none"> <li>• Ensure the treatment area is left free of wax and hair.</li> <li>• Apply an appropriate post-wax product.</li> <li>• Ensure that the client is satisfied with the result.</li> <li>• Complete and store the client's treatment records.</li> </ul>

3	<i>Continued</i>	3.10	<p>Provide appropriate post-treatment advice and recommendations to the client, including:</p> <ul style="list-style-type: none"> <li>• Activities to avoid after waxing.</li> <li>• Aftercare requirements and why these are important.</li> <li>• Future treatment timescales.</li> <li>• Additional products and services the client may be interested in.</li> <li>• Personal toilet hygiene.</li> </ul>
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### Additional Assessment Information

Learning Outcomes 1 and 2 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 3 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

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Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Principles and Practice of Semi-Permanent Eyelash Lifting		<b>Level:</b>	3
<b>Unit Number:</b>	Y/651/3877	<b>TQT:</b>	100	<b>GLH:</b>	90
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to prepare for and provide semi-permanent eyelash lifting services.	1.1	Describe the contra-indications for semi-permanent eyelash lifting, including: <ul style="list-style-type: none"> <li>• If the contra-indication is relative or absolute.</li> <li>• Any required modifications to the treatment.</li> <li>• If a referral to a healthcare professional is required.</li> </ul>		
		1.2	Explain the importance of recognising suspicious skin lesions and referring them to a relevant healthcare professional.		
		1.3	Explain how the following factors can affect a semi-permanent eyelash lifting treatment: <ul style="list-style-type: none"> <li>• Medical history.</li> <li>• Client lifestyle.</li> <li>• Client expectations.</li> </ul>		
		1.4	Explain how the face shape, facial features and eye shape can determine the symmetry and balance of a semi-permanent eyelash lifting treatment.		
		1.5	Describe how to carry out and interpret the following pre-treatment tests: <ul style="list-style-type: none"> <li>• Skin test.</li> <li>• Sensitivity test.</li> <li>• Allergy alert test.</li> </ul>		
		1.6	Describe the types of skin hygiene products suitable for use prior to a semi-permanent eyelash lifting treatment.		

1	Continued	1.7	Explain how lifestyle, hair classification and characteristics can affect the selection and application of products and equipment used in a semi-permanent eyelash lifting treatment.
		1.8	Explain how lifting and fixing solutions break and repair disulphide bonds within the hair structure.
		1.9	Explain why fixing and neutralising solutions are removed from the hair with a dry consumable during the treatment.
		1.10	Describe why it is important to establish the client's eyelash treatment history, including the incompatibility of combining henna and perming chemicals and its caustic effect on the hair.
		1.11	Explain the advice and guidance that should be provided to the client following a semi-permanent eyelash lifting treatment.
		1.12	Describe the signs and symptoms of the following adverse effects: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>



1	Continued	1.13	<p>Explain how a semi-permanent eyelash lifting treatment can cause the following adverse effects and how to avoid them:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>
		1.14	<p>Describe the appropriate action to be taken should any of the following adverse reactions occur:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>
2	Carry out semi-permanent eyelash lifting treatments.	2.1	<p>Carry out a concise and comprehensive consultation, including:</p> <ul style="list-style-type: none"> <li>• Client's objectives, expectations and desired outcomes.</li> <li>• Treatment history.</li> <li>• Identification of contra-indications.</li> <li>• Alternative treatment options.</li> <li>• Associated risks.</li> <li>• Associated fees and timescales.</li> </ul>
		2.2	<p>Carry out pre-treatment tests to determine the suitability for treatment.</p>

2	Continued	2.3	<p>Carry out a hair and skin analysis, including:</p> <ul style="list-style-type: none"> <li>• Hair classification.</li> <li>• Hair condition.</li> <li>• Hair growth pattern.</li> <li>• Skin classification.</li> <li>• Skin condition.</li> <li>• Anatomical facial features.</li> </ul>
		2.4	<p>Agree and confirm with the client that they understand the proposed semi-permanent eyelash lifting treatment, including obtaining their informed consent.</p>
		2.5	<p>Prepare the treatment area, including the use of an appropriate hygiene preparation.</p>
		2.6	<p>Carry out a safe and effective application of semi-permanent eyelash lifting, including:</p> <ul style="list-style-type: none"> <li>• Use under eye pads and micro-tape to protect the lower lashes.</li> <li>• Apply adequate adhesive to the underside of the curling shields.</li> <li>• Attach curling shields on the eyelid.</li> <li>• Apply adequate adhesive to the surface of the curling shields.</li> <li>• Isolate and lift each eyelash onto the surface of the curling shield.</li> <li>• Apply lifting solution, allow to develop and remove with a dry consumable.</li> <li>• Apply the neutralising solutions in the elevated position, leave to develop and remove using a dry consumable.</li> <li>• Gently release the individual lashes from the curling shields in accordance with manufacturer instructions.</li> <li>• Remove the curling shields, under eye protection and excess adhesive, minimising any discomfort to the client.</li> <li>• Protect the eyelashes with nourishing solution.</li> </ul>

2	Continued	2.7	Adhere to health and safety requirements throughout the service, including: <ul style="list-style-type: none"> <li>Monitoring the client's health and wellbeing throughout the service.</li> <li>Taking the appropriate action in the case of any adverse reaction.</li> </ul>
		2.8	Conclude the service, including: <ul style="list-style-type: none"> <li>Confirming with the client that they are happy with the outcome of the service.</li> <li>Completing and storing the client's records in line with legislative and organisational requirements.</li> <li>Providing appropriate post-service advice and instruction to the client.</li> </ul>
		2.9	Evaluate the service provided, including: <ul style="list-style-type: none"> <li>Areas of strength.</li> <li>Areas for improvement.</li> <li>Action to be taken to implement improvement.</li> </ul>

### Additional Assessment Information

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Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Principles and Practice of Brow Lamination Procedures		<b>Level:</b>	3
<b>Unit Number:</b>	A/651/3878	<b>TQT:</b>	100	<b>GLH:</b>	90
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to prepare for and provide brow lamination services.	1.1	Describe the contra-indications for brow lamination, including: <ul style="list-style-type: none"> <li>If the contra-indication is relative or absolute.</li> <li>Any required modifications to the treatment.</li> <li>If a referral to a healthcare professional is required.</li> </ul>		
		1.2	Explain the importance of recognising the suspicious skin lesions and referring them to a relevant healthcare professional.		
		1.3	Explain how the following factors can affect a brow lamination treatment: <ul style="list-style-type: none"> <li>Medical history.</li> <li>Client lifestyle.</li> <li>Client expectations.</li> </ul>		
		1.4	Explain how the face shape, facial features and eye shape can determine the symmetry and balance of a brow lamination treatment.		
		1.5	Describe how to carry out and interpret the following pre-treatment tests: <ul style="list-style-type: none"> <li>Skin test.</li> <li>Sensitivity test.</li> <li>Allergy alert test.</li> </ul>		
		1.6	Describe the types of skin hygiene products suitable for use prior to a brow lamination treatment.		

1	Continued	1.7	Explain how lifestyle, hair classification and characteristics can affect the selection and application of products and equipment used in a brow lamination treatment.
		1.8	Explain how lifting and fixing solutions break and repair disulphide bonds within the hair structure.
		1.9	Explain why fixing and neutralising solutions are removed from the hair with a dry consumable during the treatment.
		1.10	Describe why it is important to establish the client's eyebrow treatment history, including the incompatibility of combining henna and perming chemicals and its caustic effect on the hair.
		1.11	Explain the advice and guidance that should be provided to the client following a brow lamination treatment.
		1.12	Describe the signs and symptoms of the following adverse effects: <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>

1	Continued	1.13	<p>Explain how a brow lamination treatment can cause the following adverse effects and how to avoid them:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>
		1.14	<p>Describe the appropriate action to be taken should any of the following adverse reactions occur:</p> <ul style="list-style-type: none"> <li>• Hyperaemia.</li> <li>• Urticaria.</li> <li>• Abrasions.</li> <li>• Damage to the eye.</li> <li>• Eye irritation.</li> <li>• Oedema.</li> <li>• Eyelash loss.</li> <li>• Blindness.</li> <li>• Allergy.</li> </ul>
2	Carry out brow lamination treatments.	2.1	<p>Carry out a concise and comprehensive consultation, including:</p> <ul style="list-style-type: none"> <li>• Client's objectives, expectations and desired outcomes.</li> <li>• Treatment history.</li> <li>• Identification of contra-indications.</li> <li>• Alternative treatment options.</li> <li>• Associated risks.</li> <li>• Associated fees and timescales.</li> </ul>
		2.2	<p>Carry out pre-treatment tests to determine the suitability for treatment.</p>



2	Continued	2.3	<p>Carry out a hair and skin analysis, including:</p> <ul style="list-style-type: none"> <li>• Hair classification.</li> <li>• Hair condition.</li> <li>• Hair growth pattern.</li> <li>• Skin classification.</li> <li>• Skin condition.</li> <li>• Anatomical facial features.</li> </ul>
		2.4	<p>Agree and confirm with the client that they understand the proposed brow lamination treatment, including obtaining their informed consent.</p>
		2.5	<p>Prepare the treatment area, including the use of an appropriate hygiene preparation.</p>
		2.6	<p>Carry out a safe and effective brow lifting, including:</p> <ul style="list-style-type: none"> <li>• Apply adhesive to the brows.</li> <li>• Apply the lifting solutions to elevate the brows, leave to develop and remove using a dry consumable.</li> <li>• Apply the neutralising solutions in the elevated position, leave to develop and remove using a dry consumable.</li> <li>• Trim the brow hairs to the shape agreed in the treatment plan.</li> <li>• Gently release the individual brow hairs from the adhesive.</li> <li>• Protect the brow hairs with nourishing solution.</li> </ul>
		2.7	<p>Adhere to health and safety requirements throughout the service, including:</p> <ul style="list-style-type: none"> <li>• Monitoring the client's health and wellbeing throughout the service.</li> <li>• Taking the appropriate action in the case of any adverse reaction.</li> </ul>

2	Continued	2.8	<p>Conclude the service, including:</p> <ul style="list-style-type: none"> <li>• Confirming with the client that they are happy with the outcome of the service.</li> <li>• Completing and storing the client's records in line with legislative and organisational requirements.</li> <li>• Providing appropriate post-service advice and instruction to the client.</li> </ul>
		2.9	<p>Evaluate the service provided, including:</p> <ul style="list-style-type: none"> <li>• Areas of strength.</li> <li>• Areas for improvement.</li> <li>• Action to be taken to implement improvement.</li> </ul>

### Additional Assessment Information

Learning Outcome 1 is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates. It is expected that competence of each assessment criteria will be observed **at least three times** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- The simulated environment matches, as close as possible, the real-world working environment.
- The candidate performs any assessed treatment on a live model.

<b>Title:</b>		Principles and Practice of Threading Treatments		<b>Level:</b>	3
<b>Unit Number:</b>		D/651/3879	<b>TQT:</b>	90	<b>GLH:</b> 80
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Understand how to prepare for and provide threading treatments.	1.1	Describe the contra-indications for a threading treatment, including: <ul style="list-style-type: none"> <li>If the contra-indication is relative or absolute.</li> <li>Any required modifications to the treatment.</li> <li>If a referral to a healthcare professional is required.</li> </ul>		
		1.2	Explain the importance of recognising the suspicious skin lesions and referring them to a relevant healthcare professional.		
		1.3	Explain how the following factors can affect a threading treatment: <ul style="list-style-type: none"> <li>Medical history.</li> <li>Client lifestyle.</li> <li>Client expectations.</li> <li>Treatment history.</li> </ul>		
		1.4	Explain why long hairs are cut prior to carrying out the threading treatment.		
		1.5	Explain how the following hair removal techniques are used to carry out a safe, effective and quick threading treatment: <ul style="list-style-type: none"> <li>Hand technique.</li> <li>Neck technique.</li> </ul>		
		1.6	Explain the importance of maintaining and adapting the tension of the thread.		

1	Continued	1.7	Explain why hair is removed against the direction of hair growth.
		1.8	Explain why threading using the mouth is a risk to health.
		1.9	Explain how magnifying and illuminating the individual's treatment area can support the threading treatment.
		1.10	Explain the advice that should be provided to the client following a threading treatment.
		1.11	Describe the signs and symptoms of the following adverse effects: <ul style="list-style-type: none"> <li>• Excessive oedema.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Hyperaemia.</li> <li>• Excessive and diminished regrowth.</li> <li>• Allergy.</li> </ul>
		1.12	Explain how threading treatments can cause the following adverse effects and how to avoid them: <ul style="list-style-type: none"> <li>• Excessive oedema.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Hyperaemia.</li> <li>• Excessive and diminished regrowth.</li> <li>• Allergy.</li> </ul>
		1.13	Describe the appropriate action to be taken should any of the following adverse effects occur: <ul style="list-style-type: none"> <li>• Excessive oedema.</li> <li>• Abrasions.</li> <li>• Broken hair.</li> <li>• Hyperaemia.</li> <li>• Excessive and diminished regrowth.</li> <li>• Allergy.</li> </ul>

2	Carry out threading treatments.	2.1	Carry out a concise and comprehensive consultation with the client, including: <ul style="list-style-type: none"> <li>• Client objectives.</li> <li>• Hair concerns.</li> <li>• Desired outcomes.</li> <li>• Treatment history.</li> <li>• Alternative treatment options.</li> <li>• Associated risks.</li> <li>• Associated fees and timescales.</li> </ul>
		2.2	Carry out a hair and skin analysis, including: <ul style="list-style-type: none"> <li>• Magnification and illumination of the treatment area.</li> <li>• Hair classification.</li> <li>• Hair growth patterns.</li> <li>• Skin classification.</li> <li>• Skin condition.</li> </ul>
		2.3	Obtain the client's informed consent for the threading treatment.
		2.4	Prepare the treatment area for the threading treatment, including: <ul style="list-style-type: none"> <li>• Selecting and using an appropriate hygiene product.</li> <li>• Trimming overly long hairs.</li> </ul>
		2.5	Carry out a safe and effective removal of hair using thread to remove unwanted hair, including: <ul style="list-style-type: none"> <li>• Selecting and using a sterile piece of thread.</li> <li>• The client supporting the skin to be taut.</li> <li>• Removing hair in the opposite direction of hair growth.</li> <li>• Applying correct tension of thread.</li> <li>• Creating a well-balanced, proportioned and defined eyebrow shape to suit the client's objectives.</li> </ul>

2	Continued	2.6	Adhere to health and safety requirements throughout the service, including: <ul style="list-style-type: none"> <li>Monitoring the client's health and wellbeing throughout the service.</li> <li>Taking the appropriate action in the case of any adverse reaction.</li> </ul>
		2.7	Conclude the service, including: <ul style="list-style-type: none"> <li>Confirming with the client that they are happy with the outcome of the service.</li> <li>Completing and storing the client's records in line with legislative and organisational requirements.</li> <li>Providing appropriate post-service advice and instruction to the client.</li> </ul>
		2.8	Evaluate the service provided, including: <ul style="list-style-type: none"> <li>Areas of strength.</li> <li>Areas for improvement.</li> <li>Action to be taken to implement improvement.</li> </ul>



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## Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification.

<b>Apply</b>	Use existing knowledge or skills in a new or different context.
<b>Analyse</b>	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
<b>Classify</b>	Organise information according to specific criteria.
<b>Compare</b>	Examine subjects in detail, giving the similarities and differences.
<b>Describe</b>	Provide detailed, factual information about a subject.
<b>Discuss</b>	Give a detailed account of a subject, including a range of contrasting views and opinions.
<b>Evaluate</b>	As with compare but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
<b>Explain</b>	As with describe, but extended to include causation and reasoning.
<b>Identify</b>	Select or ascertain appropriate information and details from a broader range of information or data.
<b>Interpret</b>	Use information or data to clarify or explain something.
<b>Produce</b>	Make or create something.
<b>State</b>	Give short, factual information about something.
<b>Specify</b>	State a fact or requirement clearly and in precise detail.



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