

BEAUTY THERAPIST

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## A. Introduction

This document has been developed by employers in order to ensure that apprentices completing the Beauty Therapy Professional Apprenticeship Standard meet the business needs in terms of the Knowledge, Skills and Behaviours (KSBs) required for them to be signed off as fully competent. This document provides the full details of the content of the Level 2 Diploma for Beauty Professionals - Beauty Therapist qualification.

This is a clear statement of intent from industry to working collaboratively to utilise and develop existing robust procedures, good practice and processes for our industry, which are trusted in place within Apprenticeship Standards. It will also deliver best practice and ground breaking new approaches and gateways which collectively make the Standard world class.

This will not only drive up the quality of the Apprentices but also hold to account providers in ensuring the rigour, robustness, breadth and depth required by industry professionals.

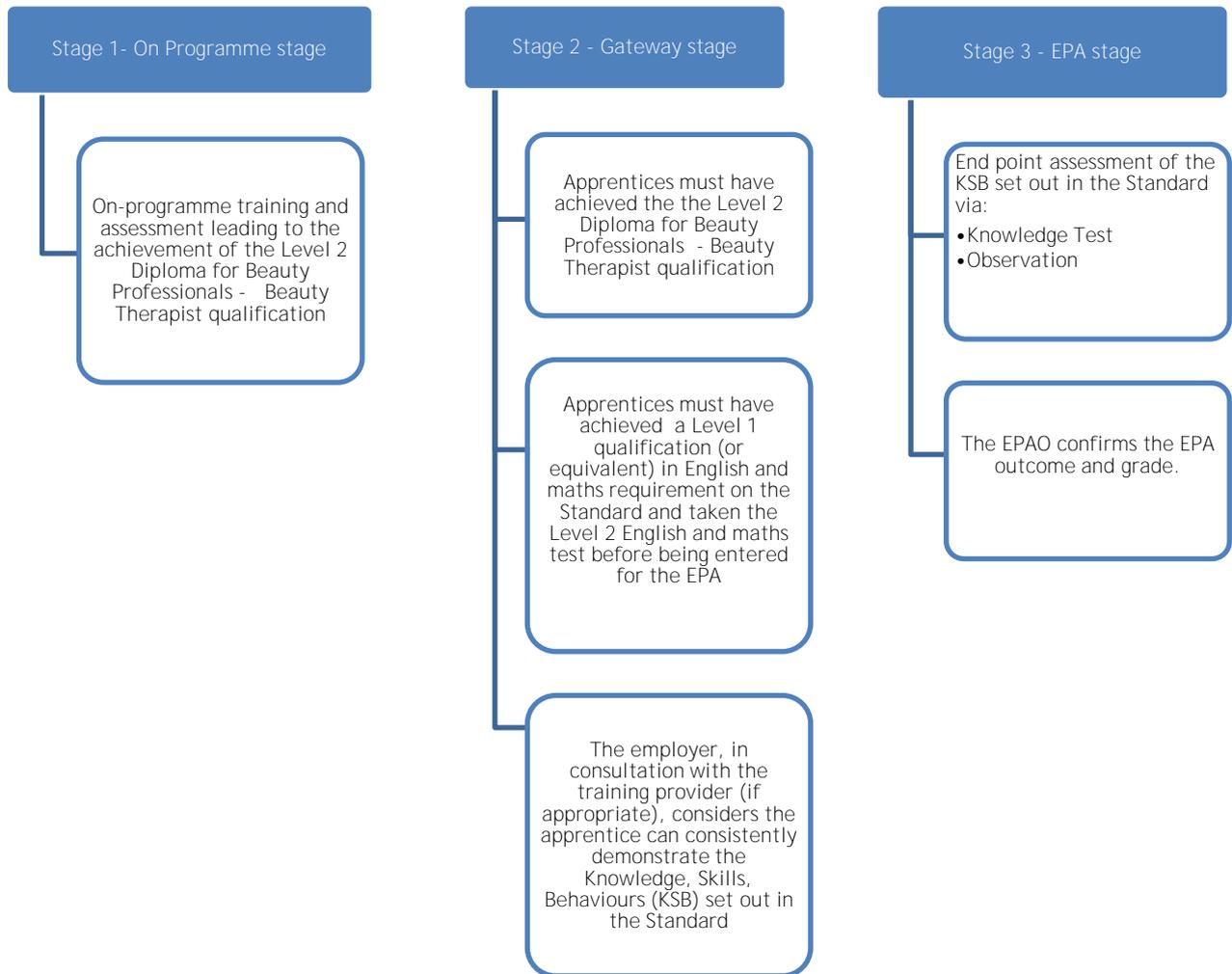
This document outlines the content and formative assessment of knowledge, understanding, performance and competence for the Beauty Therapy Professional Apprenticeship Standard.

This document provides details of the on-programme stage of the Beauty Therapy Professional Apprenticeship Standard. The achievement of the Level 2 Diploma for Beauty Professionals - Beauty Therapist qualification. The delivery and assessment of this qualification must follow the Awarding **Organisations' requirements for assessment, as detailed within this document.**

This document must be read in conjunction with the Beauty Therapy Professional Apprenticeship Standard and Assessment Plan.

Overview

There are three stages required to complete the Beauty Therapy Professional Apprenticeship Standard, as detailed below:



The Beauty Therapy Professional Apprenticeship Standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering professional beauty training within the sector. These have been chosen from extensive consultation with Awarding Organisations and education and training providers to ensure deliverability.

## **A1 The Beauty Sector “Trailblazer” standards**

The apprentice, in liaison with their employer and training provider, will select the appropriate standard to take within the Beauty Sector suite:

Apprenticeships in the Beauty Sector are available in:

- Beauty and Make-up Consultant Apprenticeship
- Beauty Therapy Professional Apprenticeship
- Nail Technician Apprenticeship

Beauty Therapy Professional Apprenticeship

The structure of the Beauty Therapy Professional Apprenticeship Standard qualification, are detailed below:

Beauty Therapy Professional (7 units)

Unit BT1 - Provide waxing treatments

Unit BT2 - Provide hand and nail treatments

Unit BT3 - Provide foot treatments

Unit BT4 - Provide facial treatments

Unit BT5 - Provide eyelash and eyebrow treatments

Unit BT6 - Provide make-up application

Unit BT7 - Provide massage treatments

The contents of the qualification mapped to the National Occupational Standards for Beauty Therapy

	Apprenticeship Standard unit	NOS standard (2015)
All NOS	Professionalism and values	Values and Skills identified within the NOS
All NOS	Safe Working Practices	Embedded in each NOS
All NOS	Core behaviours	Behaviors identified within the NOS
Unit BT1 Unit BT2	Provide waxing treatments Provide hand and nail treatments	SKABT7 - Carry out waxing services SKANS2 - Provide manicure services
Unit BT3	Provide foot treatments	SKANS3 - Provide pedicure services
Unit BT4	Provide facial treatments	SKABT4 - Provide facial skin care treatment
Unit BT5	Provide eyelash and eyebrow treatments	SKABT5 - Enhance the appearance of the eyebrows SKABT6 - Enhance the appearance of the eyelashes
Unit BT6	Provide make-up application	SKABT10 - Provide make-up services
Unit BT7	Provide basic massage treatments	Partial use of - SKABT16 Provide body massage treatments SKABT17 - Carry out massage using pre-blended aromatherapy oils

### Occupational profile

A Beauty Therapist works in one of the largest, trusted, professional and continually expanding industries within the Hair and Beauty Sector. The work environment can be varied in size, style and ambiance, from a cruise ship, through to small bespoke salons or luxury high end beauty salon and spas. A Beauty Therapist works independently or as part of a team supported by a manager when completing treatments as key part of a beauty business. They demonstrate a willingness to learn, have an enquiring and curious mind and are enthusiastic to learn about their chosen career. In addition they exhibit a good work ethic applied to learning, drive and commitment to learn and maintain continual professional development. They deliver essential one to one Beauty Therapy **treatments whilst maintaining the organisation’s image, financial viability and reputation.** They complete all duties and treatments within the scope of the occupational role in accordance with legal, industry and organisational requirements within commercially viable times. They act with professionalism, without supervision and observe the safe working practices to a high level of precision.

### A Beauty Therapist:

- carries out beauty therapy treatments in line with legal, industry and organisational requirements, maintaining honesty, integrity and confidentiality
- carries out, maintains and stores detailed and confidential beauty treatment consultations with clients, choosing the most appropriate treatments and products
- implements and practices safe ways of working for themselves and others in accordance with legal, beauty therapy and organisational requirements
- selects, uses, and applies a range of beauty therapy techniques, products, tools and equipment to provide:
  - waxing services
  - hand and nail treatments
  - foot treatments
  - facial skin care treatments

- eyelash and eyebrow treatments
- make-up application
- basic massage treatments (back, neck and shoulder)
- facilitates the client journey, makes appointments, completes the services and handles payments from clients
- provides advice and recommendations on the beauty treatments and appointments
- portrays professionalism and values that meet Beauty Therapy industry requirements and expectations
- maintains standards of appearance and the salon/spa image, etiquette and hygiene

#### Mandatory Core Knowledge

##### A2 Professionalism and values

The apprentice will be able to:

Carry out and maintain beauty therapy legal, industry and organisational requirements for professionalism and demonstrate a passion for the industry; meet organisational and industry standards of appearance; work under pressure, observe time management and self-management; provide advice and recommendations on the beauty treatments aftercare and appointments; complete services in a commercially viable time and to a high standard; demonstrate an appreciation of equality and diversity; describe the range of treatments and products in the beauty therapy industry; maintain client confidentiality and rights to support the client journey; demonstrate excellent verbal and non-verbal communication skills; deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff when required

The apprentice will know and understand:

Beauty therapy industry, legal and organisational requirements: procedures, guidelines, codes of practice, ethics, equality and diversity and quality assurance systems; time and self-management principles; Beauty Therapy duties, standards of appearance, personal hygiene, etiquette, housekeeping; commercially viable times for the completion of treatments; continuing professional development; Consumer Rights Act and the Data Protection Act GDPR; the role of the reception and associated areas; how to complete a sale and handle payments from clients; how to make appointments for salon services, the types of products and treatments in beauty therapy and related industries, the client journey (from meet and greet to advice and support); the importance of aftercare advice and recommendations; verbal and non-verbal communication skills; how to deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff

##### Professionalism

This would also include skills, knowledge and understanding of the following:

- professional ethics
- Employee Rights and Responsibilities and industry knowledge
- ensuring personal hygiene and protection meets accepted industry and organisational requirements
- a high standard of personal and professional conduct requirements
- a high level of technical skills and ability
- the completion of services/ treatments in a commercially viable time
- a willingness to learn
- time management
- the ability to self-manage
- positive attitude
- maintenance of customer care

##### Organisational and industry standards

This would also include skills, knowledge and understanding of the following:

- meeting both organisational and industry standards of appearance
- having a flexible working attitude
- being a team worker
- maintaining customer care
- having a professional attitude

- having good verbal and non-verbal communication skills
- the maintenance of effective, hygienic and safe working methods
- having skills, knowledge and understanding of the following - housekeeping, business basics, and selling and recommendations (retail)

#### Communication skills

This would also include skills, knowledge and understanding of the following:

- providing a positive impression of them self and their organisation
- customer care and the client journey, including reception
- basic communication skills
- how to communicate with the general public and colleagues

The role of the reception and associated areas

- maintain the reception area
- attend to clients and enquiries
- make appointments for salon services
- taking payments
- handle payments from clients

### A3 Safe working practices

The apprentice will be able to:

Meet legal, industry and organisational requirements: maintain effective, hygienic and safe working methods; meet health and safety **considerations; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; correctly use, store and dispose of Personal Protective Equipment**

The apprentice will know and understand:

Legal, industry and organisational requirements: use of tools, equipment, materials and products; workplace housekeeping: cleaning, disinfection, sterilisation, waste disposal; supplier or **manufacturer's instructions; protection of self and client; direct and indirect cross-infection; contra indications and contra actions; methods that promote environmental and sustainable working practices; how to recognise and reduce the risk of injury to self and others by maintaining correct posture; health and safety legislation and practice**

Hygienic and safe working methods

This would also include skills, knowledge and understanding of the following:

- maintain responsibilities for health and safety throughout the treatment
- prepare the client and them self to meet legal and organisational requirements
- protect the client's clothing, hair and accessories throughout the treatment
- maintain the client's modesty and privacy at all times
- position the client to meet the needs of the treatment
- ensure own posture and working methods minimise fatigue and the risk of injury to them self and others
- repetitive strain injury (RSI)
- ensure the use of clean equipment and materials
- the reasons for conducting allergy alert testing
- promote environmental and sustainable working practices
- complete the treatment within a commercially viable time
- responsibilities for health and safety as defined by any specific legislation covering their job role
- the legal and organisational requirements for client protection and preparation
- the legal and organisational requirements for their own personal hygiene, protection and appearance
- the reasons for maintaining the client's modesty and privacy at all times
- safe positioning techniques for them self and the client to prevent discomfort
- the necessary environmental conditions for treatments such, as heating, lighting and ventilation, and why these are important
- why it is important to keep their work area clean and tidy
- methods of cleaning, disinfection and sterilisation
- methods of working safely and hygienically to avoid the risk of cross-infection
- how to recognise relevant contra-indications and contra-actions, and take the necessary actions
- the different types of working methods that promote environmental and sustainable working practices
- the hazards and risks which exist in the workplace and the safe working practices which must be followed
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which must be followed
- the legal requirements for waste disposal (clinical waste)
- the correct methods for safe handling, removing and disposing of waste and rubbish
- the correct handling, storing and disposing of substances hazardous to health
- the legal requirements of safety labelling
- the reasons for completing the treatment in a commercially viable time

#### Health and safety legislation

Be familiar with the content, with regard to employer and employee responsibilities and requirements under other, current relevant legislation, to include:

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Electricity at Work Regulations
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act
- Trade Descriptions Act
- Consumer Protection legislation

#### Environmental and sustainable working practices

This would also include skills, knowledge and understanding of the following:

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items
- using recycled, eco-friendly furniture
- using low chemical paint
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

#### A4 Core behaviours

The following behaviours underpin the delivery of services/ treatments in the beauty sector.

These behaviours ensure that clients/customers receive a positive impression of both the organisation and the individual and meet industry standards of behaviour, as a Beauty Professional:

1. Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
2. Flexible and positive attitude: Adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change.
3. Maintain client/ customer care principles and practices: show clients/customers respect at all times and in all circumstances, demonstrate client empathy, sensitivity and awareness.

This would also include skills, knowledge and understanding of the following:

- meeting the salon's standards of behaviour
- greeting the client respectfully and in a friendly manner
- communicate with the client politely and courteously
- identifying and confirming the client's expectations
- responding promptly and positively to the clients' questions and comments
- keeping the client informed and reassured
- responding promptly to a client seeking assistance
- quickly locating information that will help the client
- dealing with problems within the scope of their responsibilities and job role
- show clients and colleagues respect at all times and in all circumstances
- quickly seeking assistance from a senior member of staff when required
- giving the client the information they need about the treatments or products offered by the salon

## Unit BT1 - Provide waxing services

The apprentice will be able to:

Consult, plan, prepare and perform waxing services to remove unwanted hair (excluding intimate waxing) on clients.

Maintain safe and effective methods of working when providing waxing treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for waxing services

- use consultation techniques to determine the client's treatment plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- ensure that a parent or guardian is present throughout the service for minors under the age of 16
- recognise any contra-indications and take the necessary action
- agree the treatment and outcomes that meet the client's needs
- obtain signed, written informed consent from the client prior to carrying out the waxing treatment

Remove unwanted hair

- apply pre-wax products to the treatment area
- conduct a thermal test patch immediately prior to the waxing treatment
- establish the hair growth pattern and trim over long hair prior to the application of the wax
- apply wax, minimising the risk of cross-infection and contamination
- apply and remove the wax according to the requirements of the hair removal method and hair growth patterns
- ensure your working techniques minimise discomfort to the client
- check the client's wellbeing throughout the waxing treatment
- ensure the treatment area is left free of wax and hair and treated with an after-wax product
- ensure that the finished result is to the client's satisfaction
- give the client advice and recommendations on the services provided
- ensure the client's records are completed and signed by both themselves and the client

The apprentice will know and understand:

Types of equipment and products, waxing services and how these are carried out. The structure and function of the face, skin and hair. The hair growth cycle and factors that affect hair growth.

Maintain safe and effective methods of working when providing waxing treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for waxing treatments

- why it is important to communicate with clients in a professional manner
- **how to complete a consultation taking into account the client's** diverse needs
- the legal requirements for providing treatments to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the importance of agreeing the treatment **that meets the client's needs**
- the legal significance of gaining signed, informed client consent to carry out the treatment
- the legislative requirements for storing and protecting client data
- the contra-indications requiring medical referral and why
- how to recognise contra-indications that would prevent or restrict the service
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- the reasons why it is advisable to conduct a skin sensitivity and thermal (heat) test prior to waxing treatments

Remove unwanted hair

- the reasons for conducting a thermal test patch procedure and for trimming over long hair prior to the waxing treatment
- how to assess the skin condition and hair growth in the treatment area
- the types of equipment and products used for waxing
- the function and purpose of pre-wax and after-wax products
- the ingredients and composition of different waxing products
- the various techniques associated with and working temperatures for the different waxing products
- how to match waxing products to different hair types
- product application and removal requirements in relation to the direction of hair growth
- the precautions which need to be taken when removing hair around conditions which restrict the treatment
- the advantages, disadvantages and limitations of waxing treatments
- other methods of hair removal and the effect of these methods on the waxing process
- how to apply different working techniques to ensure client comfort
- the expected skin reaction to waxing
- the contra-actions that may occur, how to deal with them and what advice to give to clients
- the structure and functions of the skin and hair
- the hair growth cycle, the different types of hair growth and the causes of hair growth
- the activities to avoid after waxing and why these are important
- the advice and recommendations on products and treatments

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the waxing service cannot be carried out
- modification of the waxing service

Waxing service

- eyebrows
- upper lip
- chin
- full leg
- half leg
- underarm
- bikini line

Wax

- hot wax
- warm wax

Working techniques

- stretching and manipulating the skin during application and removal
- speed of product removal
- direction and angle of removal
- on-going product temperature checks

Advice and recommendations

- suitable homecare products and their uses
- avoidance of activities which may cause contra-actions
- time intervals between treatment
- present and future products and treatment

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which restrict

- medication affecting skin, blood or immune system
- heat rash
- sunburn
- diabetes
- moles
- infected in growing hairs
- skin tags
- recent scar tissue

Contra-indications which prevent

- prescribed medication for medical conditions
- medical conditions
- thin and fragile skin
- known allergies to products and ingredients such as rosin found in sticking plasters and wax
- severe and infectious skin conditions
- severe varicose veins

Methods of hair removal

- tweezing
- shaving
- depilatory creams
- electrical depilatory
- abrasive mitts
- light based hair reduction
- threading
- electrical epilation

Contra-actions

- bruising
- blood spots
- abrasions
- broken hair
- histamine reaction
- excessive erythema
- excessive and diminished regrowth
- burns
- inflammation
- skin lifting

Structure and functions of the skin

Structure:

- layers of the epidermis
- dermis
- subcutaneous layer
- hair follicle
- hair shaft
- sebaceous gland
- arrector pili muscle
- sweat gland
- blood and lymph vessels
- sensory nerve endings

Functions:

- sensitivity

- heat regulation
- absorption
- protection
- excretion
- secretion
- vitamin D production

Hair growth cycle

- anagen
- catagen
- telogen

Different types of hair growth

- terminal
- vellus
- ingrown hairs

Causes of hair growth

- topical
- congenital
- systemic

Activities to avoid after waxing

- heat such as sauna, sun and hot baths
- use of perfumed and chemical based products
- wearing of restrictive clothing
- touching the treated area
- swimming and other exercise

Advice and recommendations

- additional treatments
- additional products
- aftercare requirements for waxing and why these are important
- the recommendations for the client to return for waxing treatments every 6-8 weeks

Unit BT1 - Provide waxing treatments  
Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for '**Provide** waxing treatments'.
3. **The Assessor will observe the apprentice's performance on** at least 2 occasions, completing 3 waxing treatments involving a minimum of 2 different clients.

The areas must include:

- leg wax
  - bikini wax
  - facial wax
4. From the range, the apprentice must show that they have:
    - used all consultation techniques
    - dealt with at least one of the necessary actions
    - used all the working techniques
    - used both types of wax
    - provided all advice and recommendations
  5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit BT2 - Provide hand and nail treatments

The apprentice will be able to:

Consult, plan, prepare and perform hand and nail treatments on clients.

Maintain safe and effective methods of working when providing hand and nail treatments  
*Cross reference to pages 8-10*

Consult, plan and prepare for hand and nail treatments

- use consultation techniques to determine the client's treatment plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- recognise any contra-indications and take necessary action
- agree the treatment and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out the treatment
- cleanse the area to be treated and remove any existing nail finish
- identify the condition of the nails and skin
- recommend treatments and products **to meet the client's treatment objectives**

Carry out hand and nail treatments

- confirm the desired nail length and shape with the client
- shape the nails to ensure a smooth free edge
- use tools and products to remove excess cuticle without damaging the surrounding skin
- create a smooth surface shine to the nail plate using buffing techniques
- select and apply hand and nail treatments to suit the client's skin and nail condition
- perform massage sequence to meet the needs of the client and the treatment plan
- ensure the nail area is clean, dry and free of product
- apply a base coat relevant to the client's needs
- apply nail finish and top coat in the required sequence
- ensure the cuticle and nail wall are free of product
- ensure that the nail finish is to the client's satisfaction and meets the agreed treatment plan
- give the client advice and recommendations on the treatment provided
- ensure the client's records are completed and signed by them self and the client

Apply and remove gel polish

- confirm the desired nail length and shape with the client
- prepare the nail to ensure maximum adhesion of gel polish finish
- apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail
- remove gel polish and ensure the nail is free from product and undamaged

The apprentice will know and understand:

The techniques, tools and equipment used within hand and nail treatments, the anatomy and physiology of hands, lower arms, nails and skin

Consult, plan and prepare for hand and nail treatments

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account client's diverse needs
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a treatment that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the treatment
- the legislative requirements for storing and protecting client data
- the necessary action to take in relation to specific contra-indications when referring clients
- how to recognise contra-indications that would prevent or restrict the treatment
- the contra-indications requiring medical referral and why
- the reasons for not naming specific contra-indications when referring clients
- the different types of treatable skin and nail conditions
- how to conduct a nail and skin analysis

Carry out hand and nail treatments

- the different natural nail shapes that are likely to be encountered during hand and nail treatments
- the techniques used within hand and nail treatments and how to carry them out
- the different types of hand and nail products, tools and equipment and how to use them
- the effects on the nail and skin of the incorrect use of products and equipment
- the features and benefits of hand and nail products, treatments and treatments
- how to adapt the hand and nail treatment to suit individual client needs
- the different types of massage techniques used in a hand and nail treatment
- the effects of massage techniques on the nails, skin, muscles and underlying structures
- why it is important to clean and dry the natural nail prior to applying a nail finish
- the importance of recommending a nail finish suitable for the client
- the methods of applying different nail finishes
- the methods used to remove different nail finishes
- the anatomy of the hand and lower arm
- the structure of the nail
- the process of nail growth
- the functions and structure of the skin
- the contra-actions that could occur, how to deal with them and what advice to give to clients
- the advice and recommendations on products and treatments

Apply, maintain and remove gel polish services

- the different natural nail shapes you are likely to come across during gel polish services
- the reasons for shaping the free edge prior to gel polish application
- the different types of curing equipment, including UV or LED and the required setting times
- the effects of over curing and under curing on the gel polish finish
- the features and benefits of gel polish application and services
- how to adapt the gel polish service to suit individual client needs
- methods of applying different gel nail finishes
- methods of removing gel polish
- the effect on the nails and skin of the incorrect use of products and equipment
- the implications of layering product and how it will affect the removal process
- the difference between gel polish and polish and how they can be combined
- the problems that can occur if the gel product is too thick or too thin
- different types of gel polish and their chemical background
- how to adapt the gel polish if combined with other nail services

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the treatment cannot be carried out
- modifying the treatment

Hand and nail treatments

- paraffin wax
- hand masks
- thermal mitts
- exfoliators

Nail finish

- dark colour
- French
- buffed
- Gel polish finish

Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- recommended time intervals between treatments
- present and future products and treatments

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- medical conditions - diabetes
- prescribed medications
- fungal infections
- viral infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones

Nail conditions

- bitten
- discoloured
- misshapen
- split
- ridged
- dry
- dehydrated
- brittle
- pitted

Natural nail shapes

- fan
- hook
- spoon
- oval
- square

Anatomy

- the bones of the hand and lower arm
- the muscles of the hand and lower arm
- the blood circulation to the hand and lower arm

Structure of the nail

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- perionychium
- nail wall
- free edge
- lateral nail fold

Nail growth

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Advice and recommendations

- additional treatments
- additional products

Unit BT2 - Provide hand and nail treatments  
Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Providing hand and nail treatments'.

This must include both of the following finishes, one should be a gel finish :

- dark polish
- French polish

3. **The Assessor will observe the apprentice's performance on** at least 2 occasions
4. From the range, the apprentice must show that they have:
  - used all the consultation techniques
  - dealt with at least one of the necessary actions
  - provided all advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## Unit BT3 - Provide foot treatments

The apprentice will be able to:

Consult, plan, prepare and perform foot and nail treatments on clients.

To ensure the under pinning skills, knowledge and understanding are covered for gel polish, unit BT2 - Provide hand and nail treatments should be completed prior.

Maintain safe and effective methods of working when providing foot treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for foot treatments

- use consultation techniques to determine the client's treatment plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- recognise any contra-indications and take necessary action
- agree the treatment and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out the treatment
- clean and dry the client's feet
- cleanse the area to be treated and remove any existing nail finish
- identify the condition of the nails and skin
- recommend treatments and products for the client's skin type and nail condition

Carry out foot treatments

- **clean and dry the client's feet**
- confirm the desired nail length and shape with the client
- shape the nails to ensure a smooth free edge
- use tools and products to remove excess cuticle without damaging the surrounding skin
- remove excess hard skin, without causing discomfort to the client
- select and apply foot and nail treatments to suit the client's skin type and nail condition
- apply massage sequence to meet the needs of the client and the treatment plan
- ensure the nail area is clean, dry and free of product
- apply a base coat relevant to the client's needs
- apply nail finish and top coat, in the required sequence
- ensure the cuticle and nail wall are free of product
- ensure that the nail finish is to the client's satisfaction and meets the agreed treatment plan
- give the client advice and recommendations on the treatment provided
- ensure the client's records are completed and signed by themselves and the client

The apprentice will know and understand:

. The techniques, tools and equipment used within foot treatments, the anatomy and physiology of the lower leg, foot, nails and skin

Maintain safe and effective methods of working when providing foot treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for foot treatments

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account client's diverse needs
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a treatment that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the treatment
- the legislative requirements for storing and protecting client data
- the necessary action to take in relation to specific contra-indications when referring clients
- how to recognise contra-indications that would prevent or restrict the treatment
- the contra-indications requiring medical referral and why
- the reasons for not naming specific contra-indications when referring clients
- the different types of treatable skin and nail conditions
- how to conduct a nail and skin analysis

Carry out foot treatments

- the different natural nail shapes that are likely to be encountered during foot treatments
- the techniques used within foot treatments and how to carry them out
- the different types of foot and nail products, tools and equipment and how to use them
- the effect on the nails and skin of the incorrect use of products and equipment
- the features and benefits of different foot and nail products, treatments and treatments
- how to adapt a foot treatment to suit individual client needs
- the different types of massage techniques used in foot treatments
- the effects of massage techniques on the nails, skin, muscles and underlying structures
- why it is important to clean and dry the natural nail prior to applying a nail finish
- the reasons for recommending a nail finish to suit the client's needs
- the methods of applying different nail finishes
- the methods used to remove different nail finishes, including gel polish and nail art
- the anatomy of the foot and lower leg
- the structure of the nail
- the process of nail growth
- the functions and structure of the skin
- the contra-actions that could occur, how to deal with them and what advice to give to clients
- the advice and recommendations on products and treatments

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the treatment cannot be carried out
- modifying the treatment

Foot and nail treatments

- paraffin wax
- foot masks
- thermal boots
- exfoliators

Nail finish

- dark colour
- French
- Gel

Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- recommended time intervals between treatments
- present and future products and treatments

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- medical conditions - diabetes
- prescribed medications
- fungal infections
- viral infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones
- ingrown toe nails
- bunions
- hammer toes

Nail conditions

- discoloured
- misshapen
- split
- ridged
- dry
- dehydrated
- brittle
- pitted

Anatomy

- the bones of the foot and lower leg
- the muscles of the foot and lower leg
- the blood circulation to the foot and lower leg

Structure of the nail

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- perionychium
- nail wall
- free edge
- lateral nail fold

Nail growth

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Advice and recommendations

- additional treatments
- additional products

Unit BT3 - Provide foot treatments  
Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the **standard for 'Provide foot treatments'**.
3. The Assessor will observe the **apprentice's performance on** at least 2 occasions  
This must include both of the following finishes, one should be a gel polish :
  - dark polish
  - French polish
4. From the range, the apprentice must show that they have:
  - used all the consultation techniques
  - dealt with at least one of the necessary actions
  - provided all advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## Unit BT4 - Provide facial treatments

The apprentice will be able to:

Consult, plan, prepare and perform facial skin care treatments, use facial products and equipment, and improve and maintain skin condition on clients .

Maintain safe and effective methods of working when providing facial treatments

*Cross reference to pages 8-10*

### Consult, plan and prepare for facial treatments

- use consultation techniques to determine the client's treatment plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- recognise any contra-indications and take the necessary action
- agree the treatment and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out the treatment
- cleanse the client's skin and carry out a skin analysis to determine the skin type and skin condition
- select facial products and equipment for the client's skin type and skin condition

### Improve and maintain skin condition

- use facial products and equipment based on the results of the skin analysis
- cleanse the skin and remove all traces of make-up
- use exfoliation products and techniques suitable for the client's skin type and skin condition
- use skin warming techniques to meet the client's needs
- carry out comedone extraction minimising discomfort to the client and with minimal damage to the skin - observing PPE requirements and contaminated waste procedures
- use and adapt massage techniques to meet the needs of the client and agreed treatment plan
- apply and remove mask treatments without discomfort to the client and leave the skin clean, toned and moisturised
- ensure the finished result is to the client's satisfaction and meets the agreed treatment plan
- give the client advice and recommendations on the treatment provided
- ensure the client's records are completed and signed by themselves and the client

The apprentice will know and understand:

The techniques, tools and equipment used for facial treatments, the anatomy and physiology of the face, the structure and function of the skin, including of skin conditions .

Maintain safe and effective methods of working when providing facial treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for facial treatments

- why it is important to communicate with clients in a professional manner
- how to complete a consultation taking into account the client's diverse needs
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the importance of agreeing the treatment that meets the client's needs
- the legal significance of gaining signed, informed client consent to receive the treatment
- the legislative requirements for storing and protecting client data
- the contra-indications requiring medical referral and why
- how to recognise contra-indications that would prevent or restrict treatment
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- how to recognise different skin types and conditions when conducting a skin analysis
- the criteria for selecting products and equipment to suit the clients' skin type and condition

Improve and maintain skin condition

- the range and uses of products and equipment available for facial skin care treatments
- the different type of skin conditions
- the different types of specialist skin products and how to apply them
- the reasons for and benefits of using different types of facial products
- the different types and effects of skin warming devices
- the methods used to safely extract comedones from the skin
- the different types of massage techniques and their effects
- how to adapt the massage techniques to suit different skin types and skin conditions
- the different types of mask treatments and their effects
- the different application and removal techniques for mask treatments
- the anatomy and physiology of the face and neck
- how environmental and lifestyle factors affect the condition of the skin
- how the natural ageing process affects facial skin and muscle tone
- possible contra-actions and skin conditions which may occur, how to deal with them and what advice to give to clients
- the advice and recommendations on the products and treatments

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the treatment cannot be carried out
- modification of the treatment

Skin type

- oily
- dry
- combination

Skin condition

- sensitive skin
- mature skin
- dehydrated skin
- young skin

Facial products

- eye make-up remover
- cleansers
- toners
- exfoliators
- moisturisers
- specialised skin products
- massage medium
- masks

Equipment

- magnifying light
- skin warming devices

Massage techniques

- effleurage
- petrissage
- tapotement

Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- time intervals between treatments
- present and future products and treatments

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications requiring medical referral

- bacterial infection - impetigo
- viral infection - herpes simplex
- fungal infection - tinea
- systemic medical conditions
- conjunctivitis
- severe skin conditions
- eye infections
- acne
- boils
- herpes zoster and warts
- parasitic infection such as pediculosis and scabies

Contra-indications that would prevent or restrict

- recent scar tissue
- eczema
- psoriasis
- hyperkeratosis
- skin allergies
- cuts
- abrasions
- bruising
- styes

Anatomy and physiology

- the structure and functions of the skin
- the actions of the face, neck and shoulder muscles, including the frontalis, corrugator, temporalis, orbicularis oculi, levators labii of the upper lip, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter, depressors of the lower lip, sternocleidomastoid, platysma, trapezius, pectoralis and deltoid
- bones of the head, neck and shoulder girdle, including:
  - for the skull: occipital, frontal, parietal, temporal, sphenoid, ethmoid
  - for the face: zygomatic, mandible, maxillae, nasal, vomer, turbinate, lacrimal, palatine
  - for the neck: cervical vertebrae
  - for the shoulder girdle: clavicle, scapula, humerus
  - for the chest: sternum
- the position of the head, face, neck, chest and shoulder girdle bones
- the position of the face, neck and shoulder muscles
- the composition and function of blood and lymph and their role in improving skin and muscle conditions

Conditions which may occur

- broken capillaries
- pustules
- papules
- comedones open pores
- hyperpigmentation
- vitiligo
- sun damage
- scarring
- freckles

Skin conditions

- sensitive skin
- mature skin
- dehydrated skin
- young skin

Advice and recommendations

- additional treatments
- additional products
- products for home use that will benefit the client and those to avoid and why
- the contra-actions that may occur after facial treatments and what advice to give to clients
- the recommended time intervals for facial treatments

Unit BT4 - Provide facial treatments  
Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide facial treatments'.
3. The Assessor will observe the apprentice's performance in providing facial treatments on at least 2 occasions.
4. From the range, the apprentice must show that they have:
  - used all consultation techniques
  - carried out at least one of the necessary actions
  - treated the **client's** skin type
  - treated the **client's** skin condition
  - used all the massage techniques
  - used all the facial products
  - provided all advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## Unit BT5 - Provide eyelash and eyebrow treatments

The apprentice will be able to:

Consult, plan, prepare and perform enhancements to the appearance of the eyebrows and lashes on clients.

Maintain safe and effective methods of working when providing eyelash and eyebrow treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for providing eyelash and eyebrow treatments

- use consultation techniques to determine the client's treatment plan
- ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- recognise any contra-indications and take the necessary action
- agree the treatment and outcomes that meet the client's needs
- carry out a skin sensitivity test on the client, prior to the treatment and record the results
- select and prepare equipment and materials for the treatment required
- cleanse and prepare the brow area/lash area
- make recommendations based on an evaluation of the client's eyelashes and/or brows and the different factors and the likelihood of the potential to achieve the required look
- give your client advice and recommendations on the treatment provided
- ensure the client's records are completed and signed by themselves and the client

Colour eyebrows

- select eyebrow artistry to suit the client's hair colour characteristics and their requirements
- colour and define the eyebrow using eyebrow artistry techniques
- prevent the spread of products on to the client's skin, clothes and surrounding areas during application
- remove excess product from the eyebrows with minimum discomfort to the client
- ensure the finished result is to the client's satisfaction

Shape eyebrows

- confirm the client's understanding of the treatment prior to commencement and clarify the eyebrow shape required
- follow hygiene precautions, PPE and contaminated waste procedures
- keep the skin taut to minimise discomfort to the client
- remove the hair in the direction of the hair growth to meet client requirements
- create a well-balanced, proportioned and defined eyebrow shape
- ensure the area is free of unwanted hair and treated with a soothing product
- ensure the finished shape is to the client's satisfaction

Colour eyelashes

- select an eyelash tint to suit the client's hair colour characteristics
- apply an even application of tint to the eyelashes and allow it to develop for the required time
- prevent the spread of tint to the client's skin, clothes and surrounding areas during application
- ensure all tint is removed from the lashes with minimum discomfort to the client
- ensure finished result is to the client's satisfaction

Attach semi-permanent eyelashes

- isolate single lash and secure lash extension in the required direction
- leave a gap between the eyelash extension and the eyelid

- add and attach single lash systems in a way that takes into account the factors influencing the treatment
- remove excess adhesive throughout the attachment process
- ensure client's wellbeing throughout the treatment
- seal the eyelashes and achieve a well-balanced look that meets the client's requirements

Maintain semi-permanent eyelashes

- replace eyelashes required, minimising damage to the client's natural eyelashes
- achieve a well-balanced look that meets the client's requirements

Apply temporary eyelashes

- position and secure temporary lash extensions onto the client's lashes
- remove any excess adhesive from the lashes
- achieve a well-balanced look that meets the client's requirements

Remove eyelash systems

- use tools and products to remove eyelash enhancement systems avoiding damage to the client's natural eyelashes
- leave the client's natural eyelashes clean and product free

The apprentice will know and understand:

The techniques, tools and equipment used for eyebrow artistry and their effects, colour eyelashes, attach, maintain and remove semi-permanent and temporary eyelashes .

Maintain safe and effective methods of working when providing eyelash and eyebrow treatments

*Cross reference to pages 8-10*

Consult, plan and prepare for providing eyelash and eyebrow treatments

- why it is important to communicate with clients in a professional manner
- how to complete a consultation taking into account the client's diverse needs
- the legal requirements for providing treatments to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the importance of agreeing the treatment that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the treatment
- the legislative requirements for storing and protecting client data
- the contra-indications requiring medical referral and why
- how to recognise contra-indications that would prevent or restrict the treatment
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- the procedure for carrying out a skin sensitivity test prior to eyelash and eyebrow enhancement treatments
- the reasons for carrying out a skin sensitivity test and recording the results
- how to conduct an examination of natural eyebrows and eyelashes to identify factors that will affect the treatment
- the preparation requirements for different eyebrow enhancement treatments
- the advice and recommendations on the products and treatments

Colour eyebrows

- how to select and apply different eyebrow artistry techniques and select products to suit the client's hair colour characteristics and their requirements
- the different types of products used for eyebrow artistry and their effects

Shape eyebrows

- how to advise the client and assess the eyebrow shape and proportions in relation to client's facial features and existing eyebrow shape
- the types of equipment and products used for eyebrow shaping
- the features and benefits of using automatic and manual tweezers
- how to remove the hair in relation to the direction of hair growth
- the different methods used to ensure client comfort
- how to create a symmetrical and well balanced shape
- the expected skin reaction to eyebrow shaping
- the types of soothing agents available and their effects on the eye area

Colour eyelashes

- how to select and apply eyelash tint to suit the client's hair colour characteristics and their requirements
- how the client's hair colour characteristics can affect the development time
- how to select, mix and remove tints and minimise wastage
- how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
- the possible contra-actions that may occur, how to deal with them and what advice to give to the client

Attach, maintain and remove semi-permanent and temporary eyelash systems

- the preparation requirements for temporary and semi-permanent lash systems
- how to judge the type and quantity of eyelashes to be added to achieve a balanced look
- the different application techniques for temporary and semi-permanent lash systems

- the advantages and disadvantages of different eyelash extension systems
- the possible contra-actions that can occur, how to deal with them and what advice to give to clients
- the structure and cycle of hair growth
- the basic structure and function of the eye
- the physical effect of eyelash extensions on the eye
- the reasons for removing excess adhesive throughout the lash application process
- how to maintain and remove the temporary and semi-permanent lash systems
- the recommendation of professional removal of single and flare lash systems and why this is important

#### Range - Practical

##### Consultation techniques

- questioning
- listening
- visual
- manual
- written

##### Necessary action

- encouraging the client to seek medical advice
- explaining why the treatment cannot be carried out
- modification of the treatment

##### Factors

- thickness of natural lash
- length of natural lash
- direction of growth
- colour of the natural lash
- curvature of the natural lash
- eye shape
- density of eyelashes
- evident eyelash damage
- lifestyle

##### Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- time intervals between treatments
- present and future products and treatments

##### Eyebrow artistry

- powder
- tint
- pencil

##### Hair colour characteristics

- fair
- red
- dark
- white

##### Shape

- total reshape of the brow
- maintenance of original brow shape

##### Eyelash attachment systems

- strip
- flare
- single

#### Range - Theory

##### Diverse needs

- cultural
- religious

- age
- disability
- gender

Contra-indications that prevent

- conjunctivitis
- chemotherapy
- trichotillomania
- recent eye surgery
- blepharitis
- eye infections

Contra-indications that restrict

- psoriasis
- styes
- dry eye syndrome
- glaucoma
- contact lenses
- thyroid disturbance

Advice and recommendations

- additional treatments
- additional products
- the contra-actions that may occur and the action that clients should take
- the expected longevity of single lash treatments
- products for home use that will benefit the client and those to avoid and why
- how to cleanse and comb lashes
- time intervals between treatments

Unit BT5 - Provide eyelash and eyebrow treatments  
Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for '**Provide** eyelash and eyebrow treatments'.
3. **The Assessor will observe the apprentice's performance on** a minimum of 3 occasions involving  
a minimum of 3 different clients
4. From the range, the apprentice must show that they have:
  - used all the consultation techniques
  - dealt with at least 1 of the necessary actions
  - covered all types of eyebrow artistry
  - covered a minimum of 2 eyebrow shapes
  - covered a minimum of 2 eyelash tint
  - covered a minimum of 2 eyelash attachment systems
  - covered the maintenance of eyelashes, including rebalancing
  - considered all factors
  - provided all advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## Unit BT6 - Provide make-up application

The apprentice will be able to:

Consult, plan, prepare and perform make-up services on clients.

Maintain safe and effective methods of working when providing make-up application

*Cross reference to pages 8-10*

Consult, plan and prepare for providing make-up application

- use consultation techniques to determine the client's service plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- ensure that a parent or guardian is present throughout the service for minors under the age of 16
- recognise any contra-indications and take the necessary action
- identify and agree with the client the service plan that meets their needs
- obtain signed, informed consent from the client prior to carrying out the service
- ensure the skin is cleansed, toned and moisturised prior to the application of make-up
- identify and record the client's skin type, skin condition, and underlying skin tone
- select make-up products to suit the client's age group, skin type, skin condition, make-up style and the client's preferences

Apply make-up products

- blend foundation to create an even skin tone
- apply corrective products to disguise skin blemishes
- use a powder to achieve the desired finish, when required
- use eyebrow products to define and shape the eyebrows
- blend eye products to suit the texture, tone and colour required for the client
- apply eyeliner to enhance the eye shape
- evenly coat lashes with mascara
- apply cheek products to suit the texture, tone and colour required for the client
- use lip products to enhance the client's lips
- ensure all elements of the make-up combine to complement each other and meet the required make-up style
- how to cover or enhance a range of skin conditions which may occur
- ensure the finished result is to the client's satisfaction
- give your client advice and recommendations on the service provided
- ensure the client's records are completed and signed by them self and the client

The apprentice will know and understand:

The techniques, tools and equipment used to create different make-up effects for different occasions.

Maintain safe and effective methods of working when providing make-up application

*Cross reference to pages 8-10*

Consult, plan and prepare for providing make-up application

- why it is important to communicate with clients in a professional manner
- how to complete a consultation taking into account the client's diverse needs
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the importance of agreeing the service that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the service
- the legislative requirements for storing and protecting client data
- how to recognise contra-actions and contra-indications that would prevent or restrict the service
- the contra-indications requiring medical referral and why
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- how to recognise different skin types, characteristics and conditions
- the different types of cleansing, toning and moisturising products
- the methods used for cleansing, toning and moisturising the skin
- the criteria for selecting make-up products to suit different client age groups and make-up styles
- how to match make-up products to different skin types, skin tones and skin conditions

Apply make-up products

- the different types of make-up products available for the eyes, lips and the face; application techniques and the guidelines for using them
- how to adapt the make-up for clients who wear contact lenses or glasses
- how to use corrective colours and concealers to balance skin tone
- how to select and use make-up products to enhance face shapes
- why certain make-up products should be applied in a particular sequence
- the results of incorrect make-up selection and application
- the structure and functions of the skin
- how environmental and lifestyle factors affect the condition of the skin
- how lighting affects the perception of colour and its influence on the effect of make-up
- the reasons for matching lighting with the occasion for which the make-up will be worn
- possible contra-actions which may occur, how to deal with them and what advice to give to clients
- the advice and recommendations on products and services

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modification of the service

Skin type

- oily
- dry
- combination

Skin condition

- mature
- dehydrated
- sensitive
- young

Make-up products

- primers
- tinted moisturisers
- foundations
- powders
- facial bronzing products
- concealers
- corrective products
- eyebrow products
- eye products
- eyeliners
- mascara
- cheek products
- lip products
- pencils

Make-up style

- minimal make-up
- natural make-up
- intense make-up
- special occasion make-up

Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- present and future products and services
- suitable make-up removal techniques

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-actions

- excessive perspiration
- adverse skin reactions
- watery eyes
- excessive erythema

Contra-indications that would prevent or restrict

- viral - herpes simplex
- conjunctivitis
- open cuts and abrasions
- swelling
- skin irritation
- recent scar tissue
- eczema
- hyperkeratosis
- skin allergies
- bruising
- watery eyes
- healed eczema and psoriasis
- redness
- bruising

Contra-indications requiring medical referral

- bacterial - impetigo
- fungal - tinea
- conjunctivitis
- severe skin conditions and eye infections
- acne
- boils
- herpes zoster and warts
- parasitic infections such as pediculosis and scabies

conditions which may occur

- broken capillaries
- pustules
- papules
- comedones
- open pores
- hyperpigmentation
- vitiligo
- sun damage
- scarring
- freckles

Tools

- make-up brushes
- containers
- disposables
- eyelash curlers
- tweezers

Make-up products

- primers
- tinted moisturisers
- foundations
- powders

- facial bronzing products
- concealers
- corrective products
- eyebrow products
- eye products
- eyeliners
- mascara
- cheek products
- lip products
- pencils
- setting sprays

Skin conditions

- sensitive
- dehydrated
- broken capillaries
- pustules
- papules
- open pores
- dark circles
- hyperpigmentation
- hypopigmentation
- sun damage
- scarring
- erythema
- mature
- young

Structure and functions of the skin

Structure:

- layers of epidermis
- dermis
- subcutaneous layer
- hair follicle
- hair shaft
- sebaceous gland
- arrector pili gland
- sweat gland
- blood and lymph vessels
- sensory nerve endings

Functions:

- sensitivity
- heat regulation
- absorption
- protection
- excretion
- secretion
- vitamin D production

Unit BT6 - Provide make-up application  
Standardisation Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide make-up application'.

The Assessor will observe the apprentice's **performance on** at least 2 occasions, covering both of the following make-up looks:

- intense make-up
- special occasion make-up

3. From the range, the apprentice must show that they have:
  - used all the consultation techniques
  - dealt with at least one of the necessary actions
  - identified the **client's** skin type
  - identified the **client's** skin condition
  - used a minimum of 7 types of make-up products
  - provided all advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## Unit BT7 - Provide basic a massage treatment

The apprentice will be able to:

Consult, plan, prepare and perform manual back, neck and shoulder massage treatments on clients  
Maintain safe and effective methods of working when providing a massage treatment ( Swedish massage)

*Cross reference to pages 8-10*

Consult, plan and prepare for massage treatments

- use consultation techniques **to determine the client's treatment plan**
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- recognise any contra-indications and take the necessary action
- assess the client's physical characteristics and determine the treatment plan
- obtain signed, informed consent from the client prior to carrying out the treatment

Perform massage treatments

- adapt your massage techniques, sequence and massage medium to meet the client's physical characteristics and treatment areas
- vary the depth, rhythm and pressure of massage techniques to meet treatment objectives, treatment areas and the client's physical characteristics and preferences
- **ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives**
- give the client advice and recommendations on treatment provided
- **ensure the client's records are completed and signed by themselves and the client**

The apprentice will know and understand:

Correct use, application and benefits of massage techniques, the anatomy and physiology of the body and systems .

Maintain safe and effective methods of working when providing massage treatments ( Swedish massage)

*Cross reference to pages 8-10*

Consult, plan and prepare for massage treatments

- why it is important to communicate with clients in a professional manner
- how to complete a consultation taking into account the client's diverse needs
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how that differs nationally
- the importance of agreeing with the client the treatment that meets their needs
- the legal significance of gaining signed, informed client consent to carry out the treatment
- the legislative requirements for storing and protecting client data
- how to recognise contra-indications that would prevent or restrict the treatment
- the contra-indications requiring medical referral and why
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- how to visually assess different clients' physical characteristics
- how to match massage medium to different skin types and conditions
- the advice and recommendations on products and treatments to the client

Perform massage treatments

- the use and application of massage techniques to meet a variety of treatment objectives
- how the massage sequence, depth and pressure can be adapted to suit different client physical characteristics
- how to adapt the massage treatments to suit different treatment objectives and treatment areas
- the benefits and effect of different massage treatments
- 
- the benefits of massage and how these can be adapted to prevent work related injuries
- the different skin types and skin characteristics
- the anatomy and physiology of the body
- the effects of massage on the individual systems of the body
- the methods used to evaluate the effectiveness of body massage treatments

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the treatment cannot be carried out
- modification of treatment

Physical characteristics

- body type
- posture
- muscle tone
- age
- health
- skin condition

Treatment objectives

- relaxing
- sense of wellbeing

Massage techniques

- effleurage
- petrissage
- tapotement
- friction

Massage medium

- oil
- cream

Treatment areas

- face
- head
- chest and shoulders
- arms and hands
- back
- legs and feet

Advice and recommendations

- suitable aftercare products and their uses
- avoidance of activities which may cause contra-actions
- present and future products and services
- post-treatment advice

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- diagnosed medical conditions (subject to medical referral or diagnosis)
- prescribed medications (subject to medical guidance)
- contagious skin diseases
- dysfunction of the nervous system
- recent scar tissue
- undiagnosed lumps and swellings

Contra-indications which restrict

- undergoing medical treatment
- uncontrolled diabetes
- epilepsy
- high/low blood pressure
- history of thrombosis or embolism
- medication
- pregnancy
- piercings
- cuts and abrasions
- during cancer treatment

Anatomy and physiology

- the structure and function of cells and tissues
- the structure, function and different types of muscles
- the positions and actions of the main muscle groups identified within the treatment areas of the body
- the position and function of the primary bones and joints of the skeleton
- the structure and function of the circulatory system
- the structure and function of the lymphatic system
- the structure and function of the central nervous system and autonomic system
- the basic principles of the endocrine, digestive and excretory systems
- the structure and functions of skin
- the structure and location of the adipose tissue

Advice and recommendations

- additional treatments
- additional products
- the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- post-treatment restrictions and future treatment needs
- post-treatment advice includes drinking plenty of water and relaxation
- time intervals between treatments

Unit BT7 - Provide a massage treatment

Standardised Assessment

1. The assessment must be performed in a Realistic Working Environment, on clients. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the **standard for 'Provide a massage treatment'**.
3. **The Assessor will observe the apprentice's performance on** at least 2 occasions
4. From the range, the apprentice must show that they have:
  - used all consultation techniques
  - dealt with at least 1 of the necessary actions
  - dealt with all **the clients' physical characteristics**
  - covered all treatment areas
  - met the agreed treatment objectives
  - used all massage techniques
  - used all massage mediums
  - given all advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

## B. The assessment of the Apprenticeship Qualification

The Beauty Professional Apprenticeship Standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering Beauty training within the sector. These have been chosen from extensive consultation with the Registered Apprenticeship Assessment Organisations (RAAOs)/Awarding Organisations and education and training providers to ensure deliverability.

### External Quality Control of Assessment

The monitoring and standardisation of assessment decisions must be achieved through robust assessment, and internal and external quality assurance systems. These must be reliable, transparent and fit for purpose and must comply with the requirements of the qualifications regulator.

#### B1 Internal Verification

Centres must, in line with regulatory guidance, have an effective internal verification strategy and processes in place to ensure apprentices are assessed fairly and consistently, and that Standards are being met.

To ensure all assessment activities are valid and effective, and that the **Assessors'** decisions are accurate, a Centre's internal verification process should:

- Identify Internal Verifiers who are responsible for implementing these processes. If necessary identify a coordinating Internal Verifier who manages the process
- Produce an effective internal verification policy
- Produce and maintain a clear audit trail of decision making and action
- Produce an internal verification schedule of assessment activities and assessment decisions
- Produce a training and standardisation plan for all those involved in internal verification

Internal Verifiers should observe Assessors performing apprentice assessments at regular intervals according to RAAO/Awarding Organisation guidelines, risk rating and experience of the Assessor. The reliability, validity and authenticity of evidence must be checked during these observations.

An Internal Verifier cannot internally verify either assessment activities they have produced or assessment decisions they have made.

#### B2 External Verification

To ensure successful monitoring and standardisation of the assessment activities conducted by a Centre, the assessment decisions made by Assessors and the Centre's internal verification processes an RAAO/Awarding Organisation must have in place a robust external verification system with clear and effective arrangements to ensure consistency in quality. The mechanisms required to achieve this are outlined by the qualification regulator.

In addition to the qualification regulator's requirements, all external quality assurance reports and other data relating to a Centre must be reviewed by the RAAO/Awarding Organisation. Where any risks are identified relating to the quality control of assessment, the RAAO/Awarding Organisation must have in place an effective risk management and rating system to determine, depending on a Centre's level for risk, the appropriate external quality assurance, monitoring, support and control that should be put in place.

### B3 Risk Assessment

All RAOs/Awarding Organisations are required to implement effective risk management and rating systems to help protect the integrity of the qualification, safeguard assessment and verification processes and ensure standards are maintained. These systems should also focus on:

- Conflict of interest  
Any personal or professional relationship between apprentices, Assessors, Internal Verifiers and External Verifiers should be declared.
- Adherence to Centre approval criteria  
Centres should be continually monitored in addition to its delivery to ensure that the integrity of the qualification is maintained.

Where risk is identified through these systems, RAOs/Awarding Organisations will need to act accordingly to ensure the Centre is performing to an acceptable level. This may include, but is not limited to:

- inspection/spot visit(s)
- additional monitoring of assessment activities and/or internal verification processes
- verifying a sample of apprentices' work from each Assessor over an agreed period of time
- appointment of Independent Verifiers
- training and development
- or other action appropriate to the risk.

RAOs/Awarding Organisations should be able to demonstrate a risk assessment has been carried out for each Centre and a strategy to minimise any risk identified has been implemented.

### B4 Workplace assessment

Apprentices are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers' workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the apprentice is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the apprentice meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the apprentice is not placed under more, or less, pressure than found normally in the workplace during assessment.

B5 RWE Realistic working environment  
Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:
<ul style="list-style-type: none"> <li>• <b>Centres must develop realistic management procedures that incorporate a 'salon image' and sales and marketing policy to attract the type and number of clients</b> needed to ensure the requirements of the qualification can be met and achieved.</li> </ul>
<ul style="list-style-type: none"> <li>• All assessments must be carried out under realistic commercial pressures and on clients, not other apprentices within the same cohort. Clients used should vary in age and ethnicity.</li> </ul>
<ul style="list-style-type: none"> <li>• All services/ treatments performed must be completed in a commercially acceptable timescale</li> </ul>
<ul style="list-style-type: none"> <li>• Apprentices must be able to achieve a realistic volume of work</li> </ul>
<ul style="list-style-type: none"> <li>• The space per working area confirms to current health and safety legislation and commercial practice</li> </ul>
<ul style="list-style-type: none"> <li>• The range of services/treatments, professional products, tools, materials and equipment must be current and available for use</li> </ul>
<ul style="list-style-type: none"> <li>• A reception facility where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available.</li> </ul>
<ul style="list-style-type: none"> <li>• A retail facility must be provided, stocked with products that relate to the clients' needs and complements the services/ treatments offered</li> </ul>
<ul style="list-style-type: none"> <li>• All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account</li> </ul>

B6 Simulation  
Simulation is not acceptable for any units within this qualification

B7 Witness Testimony  
A Witness testimony, a statement made by someone present while the apprentice was performing an activity on-the-job, may be used to support the assessment process and, where permitted, by the RAAO/Awarding Organisation.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an Assessor.

Where Witnesses are used,

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with an apprentice must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded **as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the Assessor.**

C. Assessment of Knowledge and Understanding  
It is acknowledged that the assessment of knowledge and understanding may take place in a different environment, for example a college or another environment which is not the immediate workplace.

The knowledge and understanding required by an apprentice to support performance in the workplace is detailed within this document.

**C1 Supporting evidence**

Evidence produced by apprentices must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment

**C2 Mandatory External Assessment questions**

The use of mandatory questions, as one method of assessment, will be applied to the following units:

Unit BT1 - Provide waxing treatments
Unit BT2 - Provide hand and nail treatments
Unit BT3 - Provide foot treatments
Unit BT4 - Provide facial treatments
Unit BT5 - Provide eyelash and eyebrow treatments
Unit BT6 - Provide make-up application
Unit BT7 - Provide a massage treatment

These questions are to be developed by the RAAO/Awarding Organisation in adherence to the respective regulatory framework, locally assessed by the Centre and moderated by an External Verifier.

Apprentices are expected to sit one paper per unit and must achieve a pass mark of 70%.

All mandatory questions must be carried out under closed book conditions. The confidentiality of the mandatory questions and answers must be maintained under secure conditions.

As a minimum requirement, RAAOs/Awarding Organisations are required to develop appropriate externally set questions to cover the critical areas of knowledge and understanding listed below:

Unit Title	Knowledge areas
Unit BT1 - Provide waxing treatments	<ul style="list-style-type: none"> <li>• the legal requirements for providing services to minors under 16 years of age</li> <li>• the legal significance of gaining signed, informed client consent to carry out the service</li> <li>• the contra-indications requiring medical referral and why</li> <li>• how to recognise contra-indications that would prevent or restrict the service</li> <li>• how to match waxing products to different hair types</li> </ul>

	<ul style="list-style-type: none"> <li>• the precautions which need to be taken when removing hair around conditions which restrict the treatment</li> <li>• the advantages, disadvantages and limitations of waxing treatments</li> <li>• other methods of hair removal and the effect of these methods on the waxing process</li> <li>• the contra-actions that may occur, how to deal with them and what advice to give to clients</li> <li>• the structure and functions of the skin and hair</li> <li>• the hair growth cycle, the different types of hair growth and the causes of hair growth</li> </ul>
<p>Unit BT2 - Provide hand and nail treatments</p>	<ul style="list-style-type: none"> <li>• how to recognise contra-indications that would prevent or restrict the treatment and why</li> <li>• the contra-indications requiring medical referral and why</li> <li>• the different types of treatable skin and nail conditions</li> <li>• how to adapt the hand and nail treatments to suit individual client needs</li> <li>• the effects of massage techniques on the nails, skin, muscles and underlying structures conditions</li> <li>• the anatomy of the hand and lower arm</li> <li>• the structure of the nail</li> <li>• the process of nail growth</li> <li>• the functions and structure of the skin</li> <li>• the contra-actions that could occur, how to deal with them and what advice to give to clients</li> </ul>

<p>Unit BT3 - Provide foot treatments</p>	<ul style="list-style-type: none"> <li>• how to recognise contra-indications that would prevent or restrict the treatment and why</li> <li>• the contra-indications requiring medical referral and why</li> <li>• the different types of treatable skin and nail conditions</li> <li>• how to adapt the foot treatments to suit individual client needs</li> <li>• the effects of massage techniques on the nails, skin, muscles and underlying structures conditions</li> <li>• the anatomy of the foot and lower leg</li> <li>• the structure of the nail</li> <li>• the process of nail growth</li> <li>• the functions and structure of the skin</li> <li>• the contra-actions that could occur, how to deal with them and what advice to give to clients</li> </ul>
<p>Unit BT4 - Provide facial treatments</p>	<ul style="list-style-type: none"> <li>• the contra-actions requiring medical referral and why</li> <li>• how to recognise contra-indications that would prevent or restrict treatment</li> <li>• how to recognise different skin types and conditions when conducting a skin analysis</li> <li>• the range and uses of products and equipment available for facial skin care</li> <li>• the reasons for and benefits of using different types of facial products</li> <li>• the different types of massage techniques and their effects</li> <li>• how to adapt the massage techniques to suit different skin types and skin conditions</li> <li>• the anatomy and physiology of the face and neck</li> <li>• how environmental and lifestyle factors affect the condition of the skin</li> <li>• how the natural ageing process affects facial skin and muscle tone</li> <li>• possible contra-actions which may occur, how to deal with them and what advice to give to clients</li> </ul>
<p>Unit BT5 - Provide eyelash and eyebrow treatments</p>	<ul style="list-style-type: none"> <li>• the contra-indications requiring medical referral and why</li> <li>• how to recognise contra-indications that would prevent or restrict the treatment</li> <li>• the procedure for carrying out a skin sensitivity test prior to eyebrow and eyelash enhancement treatments</li> <li>• the reasons for carrying out a skin sensitivity test and recording the results</li> <li>• hair colour characteristics and how they can affect the tint development time</li> <li>• how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed</li> <li>• the possible contra-actions that may occur, how to deal with them and what advice to give to the client</li> <li>• how to advise the client and assess the eyebrow shape and proportions in relation to client's facial features and existing eyebrow shape</li> <li>• how to create a symmetrical and well balanced shape</li> </ul>

	<ul style="list-style-type: none"> <li>• the types of soothing agents available and their effects on the eye area</li> <li>• the advantages and disadvantages of different eyelash extension systems</li> <li>• the structure and cycle of hair growth</li> <li>• the basic structure and function of the eye</li> <li>• the physical effect of eyelash extensions on the eye</li> <li>• the reasons for removing excess adhesive throughout the lash application process</li> <li>• how to maintain and remove the temporary and semi-permanent lash systems</li> <li>• the recommendation of professional removal of single and flare lash systems and why this is important</li> </ul>
<p>Unit BT6 - Provide make-up application</p>	<ul style="list-style-type: none"> <li>• how to recognise contra-indications that would prevent or restrict the service</li> <li>• the contra-indications requiring medical referral and why</li> <li>• how to recognise different skin types, characteristics and conditions</li> <li>• the criteria for selecting make-up products to suit different client age groups and make-up styles</li> <li>• how to match make-up products to different skin types, skin tones and skin conditions</li> <li>• the structure and functions of the skin</li> <li>• how environmental and lifestyle factors affect the condition of the skin</li> <li>• how lighting affects the perception of colour and its influence on the effect of make-up</li> <li>• the reasons for matching lighting with the occasion for which the make-up will be worn</li> <li>• possible contra-actions which may occur, how to deal with them and what advice to give to clients</li> </ul>

Unit BT7 - Provide a massage treatment	<ul style="list-style-type: none"> <li>• how to recognise contra-indications that would prevent or restrict the treatment</li> <li>• the contra-indications requiring medical referral and why</li> <li>• The benefits of manual massage and how these can be adapted to prevent work related injuries</li> <li>• The different skin types and skin characteristics</li> <li>• The anatomy and physiology of the body</li> <li>• The effects of massage on the individual systems of the body</li> </ul>
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### C3 Non-mandatory knowledge and understanding

All non-mandatory knowledge and understanding must be 70% achieved.

Centres must provide the RAAO/Awarding Organisation with a matrix of how the internal assessment of the knowledge and understanding has been met.

### C4 E-Assessment

Where e-assessment is used, it must meet the requirements of the qualification regulator and have prior approval from RAAO/Awarding Organisation to ensure the criteria is assessed to the standard required and the tool(s) utilised are reliable, sufficient, valid and current.

RAAOs/Awarding Organisations must provide Centres with advice and guidance as to the hardware, operating systems and installation requirements and provide technical support to Centres upon request.

### D. Occupational Competence Requirements for those involved in the Assessment Process

The occupational expertise of Witnesses, Assessors and those responsible for the internal/external verification of this qualification is one of the key factors underpinning valid, fair and reliable assessment. Therefore, ensuring the integrity and professionalism of this workforce is of paramount importance and they must be given sufficient time to carry out their role effectively.

#### D1 Witness

The role of the Witness is to submit evidence to the Assessor regarding the competence of the apprentice in meeting the standards identified in any given unit. This evidence must relate directly **to the apprentice's performance in the workplace which has been observed first hand by the Witness.** Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Therapist; or
- Salon manager; or
- Receptionist; or
- Trainer; or
- Marketing director; or
- Client.

It is not necessary for Witnesses to hold an Assessor qualification as it is the responsibility of the IEPA to make the final assessment decision(s) about the acceptability of all evidence submitted, regardless of source.

#### D2 Assessor

The Assessor must hold, or be working towards; a valid Assessor qualification or equivalent

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF)

or hold one of the following:

- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence

NB: Holders of A1 and D32/33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Assessor must also be:

	Definition					
Occupationally competent	The Assessor must hold: <ul style="list-style-type: none"> <li>• NVQ in Beauty Therapy at Level 3 or equivalent</li> </ul>					
	The Assessor must have sufficient operational experience within the Beauty industry that can be evidenced, is current and relevant to the qualification. Experience could be gained through time in a role in the beauty industry which could include, but is not limited to: <table style="width: 100%; border: none;"> <tr> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Beauty Therapist</li> </ul> </td> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Trainer;</li> </ul> </td> </tr> <tr> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Senior Beauty Therapist/Specialist;</li> </ul> </td> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Lecturer; or</li> </ul> </td> </tr> <tr> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Salon manager;</li> </ul> </td> <td style="border: none;"> <ul style="list-style-type: none"> <li>• Verifier.</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Beauty Therapist</li> </ul>	<ul style="list-style-type: none"> <li>• Trainer;</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Beauty Therapist/Specialist;</li> </ul>	<ul style="list-style-type: none"> <li>• Lecturer; or</li> </ul>	<ul style="list-style-type: none"> <li>• Salon manager;</li> </ul>
<ul style="list-style-type: none"> <li>• Beauty Therapist</li> </ul>	<ul style="list-style-type: none"> <li>• Trainer;</li> </ul>					
<ul style="list-style-type: none"> <li>• Senior Beauty Therapist/Specialist;</li> </ul>	<ul style="list-style-type: none"> <li>• Lecturer; or</li> </ul>					
<ul style="list-style-type: none"> <li>• Salon manager;</li> </ul>	<ul style="list-style-type: none"> <li>• Verifier.</li> </ul>					
Familiar with the qualification	The Assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.					
Credible	The Assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.					
	<b>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills <i>in a salon</i> (1<sup>st</sup> September - 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the Centre they work for.</b>					

#### Unqualified Assessors

RAAOs/Awarding Organisations may approve individuals to assess this qualification who have not yet achieved an Assessor qualification. However, these individuals must be working towards and achieve the qualification within 12 months and meet the other requirements. Should an unqualified Assessor be used they must be fully supported and have their assessment decisions countersigned by a qualified Assessor to ensure the apprentice has achieved the required standard.

#### D3 Internal Verifier

The Internal Verifier must hold a valid Assessor qualification and hold or be working towards a Verifier qualification or equivalent

Assessor qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or

- Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF); or
- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifier qualifications:

- Learning and Development Unit 11 - Internal Quality Assurance; or
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF); or
- V1 Conduct Internal Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process.

NB: Holders of A1, D32/33, V1 and D34 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Internal Verifier must also be:

	Definition
Occupationally competent	<p>The Internal Verifier must hold:</p> <ul style="list-style-type: none"> <li>• NVQ in Beauty Therapy Level 3 or equivalent</li> </ul> <p>The Internal Verifier must have sufficient operational experience within the beauty therapy industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about Assessors' <b>assessment processes</b> and decisions.</p>
Familiar with the qualification	The Internal Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.
Credible	The Internal Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.
	A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills <i>in a salon</i> (1 <sup>st</sup> September - 31 <sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the Centre they work for.

#### Unqualified Internal Verifiers

RAAOs/Awarding Organisations may approve individuals to verify this qualification who have not yet achieved a Verifier qualification. However, these individuals must be working towards and achieve this qualification within 12 months and meet the other requirements. Should an unqualified Internal Verifier be used they must be fully supported and have their decisions countersigned by a qualified Internal Verifier.

#### D4 External Verifier

The External Verifier must hold a valid Assessor and Verifier qualification and hold or be working towards a valid External Verifier qualification or equivalent:

Assessor qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF); or
- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifier qualifications:

- Learning and Development Unit 12 - External Quality Assurance; or
- Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (QCF), or
- Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice (QCF); or
- V1 Conduct Internal Quality Assurance of the Assessment Process; or
- V2 Conduct External Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process; or
- D35 Externally Verify the Assessment Process.

NB: Holders of V2 and D35 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The External Verifier must also be:

	Definition
Occupationally competent	The External Verifier must hold: <ul style="list-style-type: none"> <li>• NVQ in Beauty Therapy at Level 3 or equivalent;</li> </ul>
	The External Verifier must have sufficient operational experience within the beauty industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about internal verification and assessment processes and decisions.
Familiar with the qualification	The External Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.
Credible	The External Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.
	A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills <i>in a salon</i> (1 <sup>st</sup> September - 31 <sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the Centre they work for.