UV20418

Remove hair using waxing techniques

This is a preparation for work unit, which is based on capability and knowledge. The unit is about removing hair using waxing techniques. To carry out this unit you will need to maintain effective health, safety and hygiene procedures throughout your work.

Level

2

Credit value

6

GLH

57

UV20418

Remove hair using waxing techniques

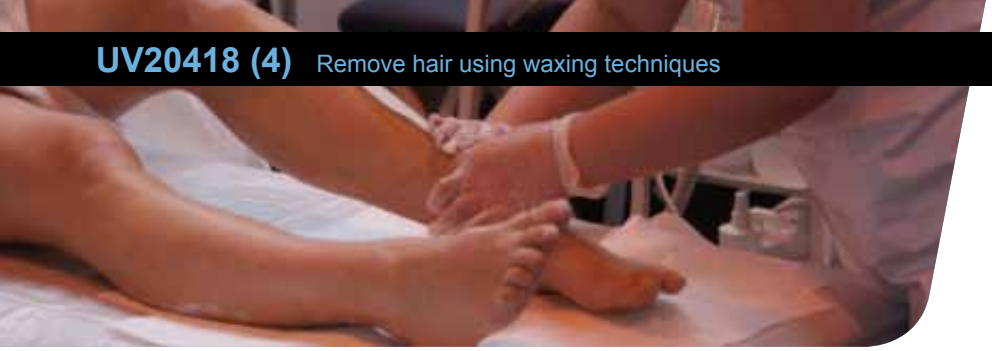
Unit outcomes

On completion of this unit you will:

1. Be able to prepare for waxing treatments
2. Be able to provide waxing treatments

Service times

Eyebrow wax – 15 minutes
Underarm wax- 15 minutes
Half leg wax – 30 minutes
Bikini line wax – 15 minutes
Full leg wax – 45 minutes
Upper lip wax – 10 minutes
Chin wax – 10 minutes



Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

Practical criteria – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least **three** occasions each for a different client.

Knowledge and understanding criteria – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

Formative assessment

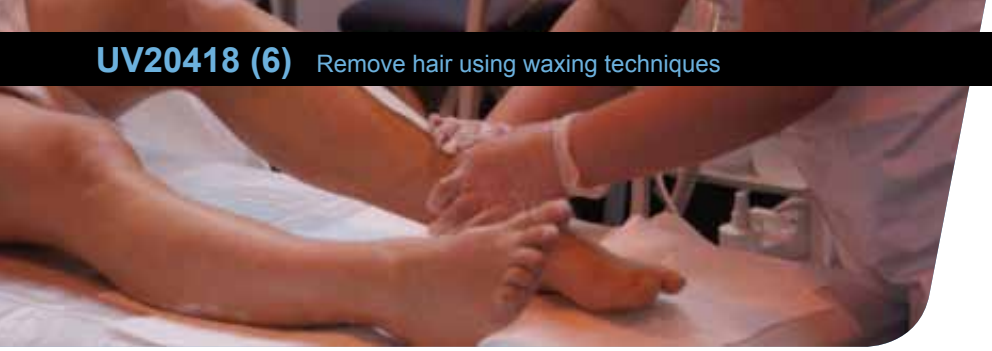
Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

Mandatory written question paper sign-off

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



Outcome 1

Be able to prepare for waxing treatments.

Practical criteria

You can:

a. Prepare yourself, client and work area for a waxing treatment
b. Use suitable consultation techniques to identify treatment objectives
c. Carry out necessary tests prior to the treatment
d. Provide clear recommendations to the client
e. Select products, tools and equipment to suit client treatment needs

Outcome 1 Sign-off

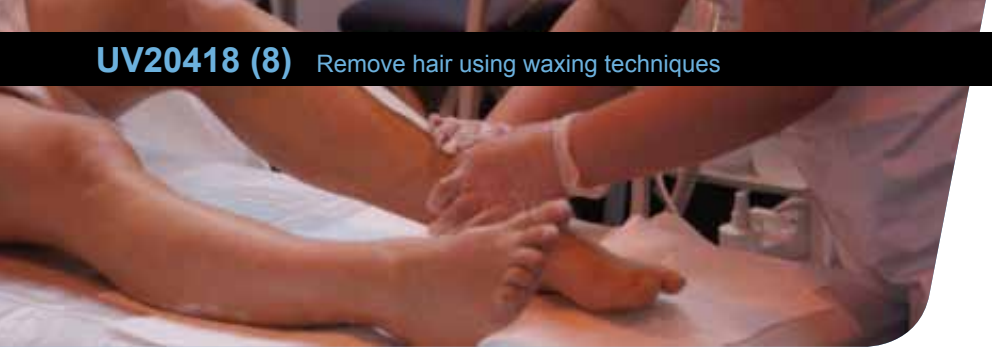
Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			

Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
f. Describe salon requirements for preparing yourself, the client and work area			
g. State the environmental conditions suitable for waxing treatments			
h. Describe different consultation techniques used to identify treatment objectives			
i. Describe the types of tests that are carried out prior to waxing treatment			
j. Describe how to select products, tools and equipment to suit client treatment needs			
k. Identify the different types of waxing methods and products available			
l. State the advantages and disadvantages of alternative methods of hair removal			
m. Describe the effects alternative methods of hair removal may have on the skin and waxing treatments			
n. Describe the contra-indications which prevent or restrict waxing treatments			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled *'Creating a portfolio of evidence'*.



Outcome 2

Be able to provide waxing treatments.

Practical criteria

You can:

a. Communicate and behave in a professional manner
b. Follow health and safety working practices and industry Code of Practice for Waxing Services
c. Position yourself and client correctly throughout the treatment
d. Use products, tools, equipment and techniques to suit clients treatment needs, skin type and conditions
e. Complete the treatment to the satisfaction of the client
f. Record the results of the treatment
g. Provide suitable aftercare advice

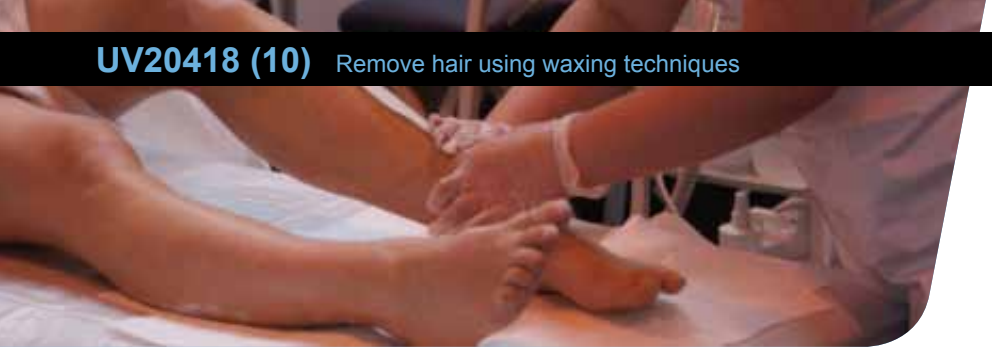
Outcome 2 Sign-off

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			

Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
h. State how to communicate and behave in a professional manner			
i. Describe health and safety working practices and industry Code of Practice for Waxing Services			
j. State the importance of positioning yourself and the client correctly throughout the treatment			
k. State the importance of using products, tools, equipment and techniques to suit client's treatment needs			
l. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions			
m. State the contra-actions that may occur during and following treatments and how to respond			
n. State the importance of completing the treatment to the satisfaction of the client			
o. State the importance of completing treatment records			
p. State the aftercare advice that should be provided			
q. Describe the structure and functions of the skin			
r. Describe diseases and disorders of the skin			

Requirements highlighted in white are assessed in the mandatory written paper.
For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled *'Creating a portfolio of evidence'*.



Unit content

This section provides guidance on the areas that make up each outcome.

Outcome 1: Be able to prepare for waxing treatments

Safe working practices and legislation: Health & Safety at Work Act, workplace regulations, manual handling, Personal Protective Equipment, management of health & safety at work regulations, provision and use of work equipment regulations, liability insurance – employers', public, professional indemnity; COSHH / MSDS - handling, storage, disposal, cautions of products; HABIA - code of practice for waxing; FHT Code of Ethics and Professional Practice, local government legislation, Fire Precaution Act, Electricity at Work Act – Portable Appliance Testing, electrical machines; first aid, reporting injuries, diseases and dangerous occurrences regulations.

Disposal of waste: Single use items, pedal bin with a liner, spillages and unused products / chemicals, contaminated waste , hazardous waste, environmental protection.

Work area: Height adjustable chair - correct posture; correct couch height - correct posture; flammable liquids - COSHH regulations; trailing wires, obstructions, salon lighting, natural lighting, tools and equipment in a safe working position for therapist.

Client preparation: Appropriate clothing removed, removal of all jewellery and piercings, modesty and privacy protected, client comfort, large towel or blanket to cover client.

Sterilisation: Autoclave, glass bead, chemical – alcohol, glutaraldehyde; UV cabinet for storage only, follow manufacturer's instructions, correct timings.

Disinfection: Heat or chemical methods, bactericides, fungicides, virucides.

Hygiene techniques and procedures: Sterilise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between client, washed at 60 degrees centigrade, dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray; disposables used wherever possible, avoiding over exposure to chemicals, correct use of chemicals – COSHH; manufacturer's instructions, no smoking - personal hygiene; replacing loose lids, uncapped bottles and pots, products – check end date, store away from heat, damp and direct sunlight.

Therapist posture and deportment: Correct posture when sitting, correct posture with lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury, hand exercises, client - comfortable, relaxed, maintain modesty, correctly positioned to get maximum benefit from treatment, ensure positioning delivers appropriate techniques, prevent injury, optimum results, allow for visual checks.

Communication:

Verbal - speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal - eye contact, body language, listening.

Record keeping: Written accurate appointment systems, stationary, loyalty, rewards, acknowledgement of occasions, consultation

record keeping, contra-indications, client signature, therapist signature, refer to existing records, information is recorded clearly and accurately on a consultation record card, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sports / hobbies, medical history, allergies / hypersensitivity, contact lenses, contra-actions, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan - establish from questions and visual skin analysis and record; update record at the end of the treatment, update at each visit, records maintained electronically, paper – Data Protection Act.

Professional appearance: Clean, professional uniform; no jewellery, hair neatly tied back, fringe secured; closed in footwear, skin / make-up – light, day make-up; condition of skin, personal hygiene and cleanliness – shower / bath, cover cuts and abrasions, deodorant or antiperspirant, oral hygiene - clean teeth, fresh breath; nails – good condition and maintained, short nails, no nail varnish, no nail extensions; no piercings.

Professional ethical conduct: Polite, cheerful and friendly manner; friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements and therapist recommendations, client satisfaction, client expectations and aftercare, signatures of client and therapist, cleansing treatment area to identify condition of skin, visual, manual, question, listen, client card reference, use a range of related terminology linked to facial skincare treatments.

Treatment objectives: Client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, further treatments.

Recommendations to client: Treatment process, expected sensations / skin reaction, outcomes, further treatments.

Aftercare advice: Avoidance of activities that will cause contra-actions - exercise, swimming, heat treatments, other treatments, UV rays for 24hours; in-growing hairs - exfoliation, perfumed and chemical based products, self tan, restrictive clothing, avoidance of touching area; aftercare products suitable for client, future treatment needs, all aftercare advice should be documented on record card.

Skin sensitivity tests: Waxing products, 24-48 hrs before treatment, record results of patch test.

Interpret results of skin sensitivity test:

Positive - red, itchy, irritated, swelling, sore.

Negative - no change to skin.

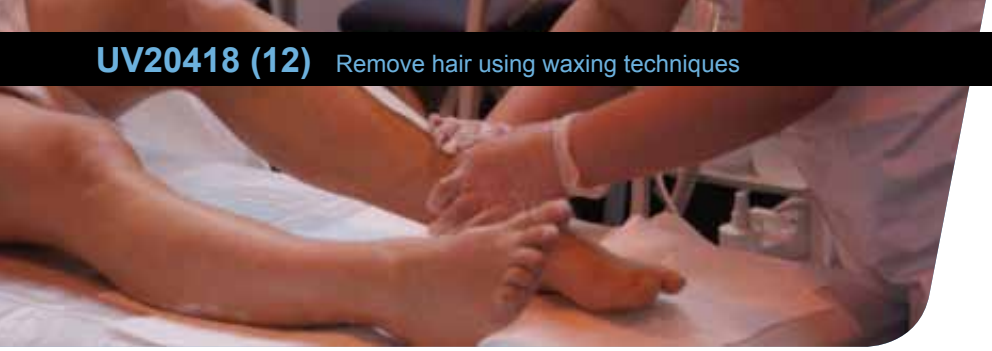
Patch test techniques: Cleanse area (either wrist or elbow), apply and remove each wax product to the area, leave for a minimum of 24 hrs, explain positive and negative reaction; importance of patch test - to prevent allergic reaction, invalidation of insurance policy if not carried out, always follow manufacturer's instructions.

Products: Skin sanitiser, skin cleanser (pre-wax lotion), after wax lotion, talc, hot wax, warm wax, barrier cream (petroleum jelly), wax pot cleaner.

Tools: Spatula, orange stick, tweezers, wax strips, scissors (for trimming), eyebrow brush.

Equipment: Large towel to protect client, couch, stool or chair, trolley, bin with clinical waste liner, cotton wool, bowl, mirror, tissues, couch roll, wax heater, disposable gloves, apron.

Selection process: Choice based on hair type, target areas of treatment, client preference, hot wax most suitable for strong hair growth, warm wax suitable for all areas.



Outcome 2: Be able to provide waxing treatments

Temperature test: Test on self - on wrist to check heat; use spatula, remove with strip, test on small area of client to check comfortable working temperature, prior to starting treatment, check temperature throughout treatment.

Warm wax - ingredients: Formulation of glucose syrup (or fructose syrup), zinc oxide.

Treatment technique – warm wax: Trim hairs where necessary, working temperature 43 ˚c, cleanse area, applied with spatula (no re-dipping, each spatula inserted into wax pot only once); spatula 45 ˚ angle, with the direction of hair growth, strips applied, removed against growth, apply soothing lotion to area, on going temperature checks.

Hot wax - ingredients: Formulation of beeswax, cetiol, azulene, vitamin E.

Treatment technique – hot wax: Working temperature 50 ˚c, area cleansed and dried, talc applied to lift hairs against growth, applied in small sections, waxing with spatula against the hair growth, allow to set, flicking up the edge of wax, removal from flicked up edge against growth, support skin when removing and flicking up edge, regularly check temperature of wax whilst working.

Treatment technique - tweezers: Sterilised, used to remove any stray hairs after treatment, use clinical waste bin for disposal of hair.

Contra-indications – restrict treatment: Severe varicose veins, heat rash, bruises, sunburn, self tan, warts, hairy moles, skin disorders, recent scar tissue, undiagnosed lumps and swellings, allergies to products, oedema, excess surface veins, sexually transmitted infections, vascular disorders, hypersensitive skin, recent cosmetic surgery, recent piercings and tattoos, infected in-grown hairs, prickly heat, skin tags, external haemorrhoids, cold sores, eye infections, use of retin A, rouacutane, AHA / BHA skincare, skin peels, steroid creams, recent laser treatments, micro-dermabrasion or dermabrasion.

Contra-indications – prevent treatment: Present in area to be waxed - cuts and abrasions, heat rash, bruises, sunburn, self tan, skin diseases and disorders, urinary infections / disease; allergies to products – surgical spirit, adhesive resin.

Alternative methods of hair removal: Warm wax, hot wax, depilatory creams, threading, shaving, abrasive mitts, electrical razors / shavers.

Warm wax: Advantages - quick and efficient, economical, easy to use; disadvantages - sticky / messy after treatment, can damage skin.

Hot wax: Advantages - strong hair growth removed efficiently, can remove hair even from bent follicles; disadvantages - technique more difficult to master, hotter temperature, time.

Depilatory creams: Advantages - no pain, economical, can be carried out at home, no skill required, hair growth less bristly; disadvantages - short term solution, messy, not suitable for all skin types.

Plucking: Advantages - quick, economical, hairs grow back with tapered end; disadvantages - only suitable for small areas.

Threading: Advantages - quick, economical, small amount of equipment; disadvantages - technique more difficult, can break hair, suitable for small areas.

Shaving: Advantages - quick, can be done at home, no pain, no skill required; disadvantages - short term, quick regrowth, bristly regrowth.

Abrasive mitts: Advantages - exfoliates, quick, economical, no skill required; disadvantages - hair can break, regrowth quick, not good for strong hair growth.

Electrical appliances: Advantages - quick, can be done at home, reusable, no skills; disadvantages - quick regrowth, bristly regrowth.

Effects on skin: Sensitive skin some methods are not suitable (depilatory creams, abrasive mitts); waxing will remove dead skin cells (abrasive mitts, hot, warm); skin can be damaged by some methods of waxing (hot, warm, depilatory creams, abrasive mitts).

Effects on hair growth: In-growing hairs (warm, hot); hair breakage (threading, plucking, abrasive mitts); quick hair regrowth (shaving, abrasive mitts, depilatory creams, electrical appliances).

Epidermis: Structure - stratum germinativum, stratum spinosum, stratum granulosum, stratum lucidum, stratum corneum. The process of keratinisation.

Dermis: Structure - blood / lymph supply, papillary layer, reticular layer, collagen, elastin, macrophages, adipocytes, mast cells, fibroblasts, hair, dermal papilla, sebaceous glands & sebum, arrector pili muscle, sweat glands – eccrine and apocrine, sensory nerve endings.

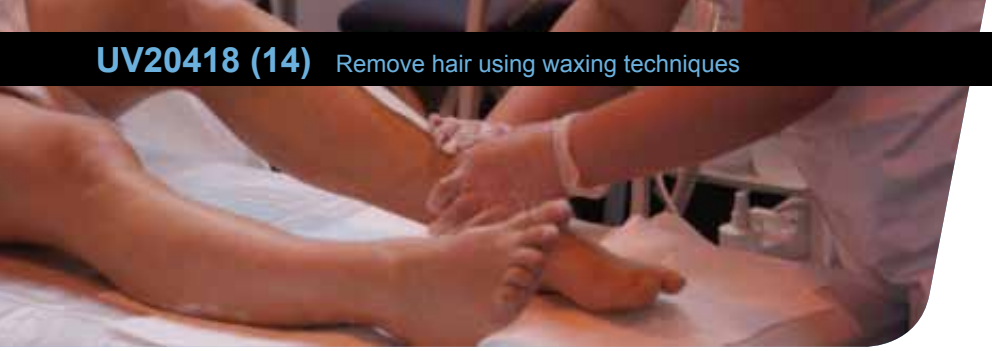
Hypodermis: Structure - subcutaneous layer, adipose tissue, adipocytes.

Hair: Structure - arrector pili muscle, hair follicle, inner root sheath (Henle's layer, Huxley's layer, cuticle layer); outer root sheath, vitreous membrane, connective tissue sheath, root (bulb / matrix, dermal papilla); sebaceous gland, shaft (medulla, cortex, cuticle); hair growth cycle – anagen, catagen, telogen; hair types – lanugo, vellus, terminal; hair functions – insulation and protection

Functions of the skin: Secretion, heat regulation, absorption, protection, elimination, sensation, vitamin D formation, melanin production.

Diseases and disorders of the skin: Allergy - dermatitis, urticaria; bacterial – impetigo, furuncle, carbuncle; fungal– tinea (capitis, corporis, sycosis, favosa, unguium, pedis); hypertrophies - keratoma, mole, polyps, seborrhoeic warts, skin tags, verruca, xanthoma; infestations – pediculosis, scabies; inflammations - eczema, psoriasis; pigmentations – albinism, broken capillaries, chloasma, erythema, lentigo, leucoderma, liver spots, naevus (portwine / strawberry), vitiligo; sebaceous glands - acne vulgaris, acne rosacea, comedones, cysts, furuncle, milia, seborrhoea, steatoma, steatosis; skin cancers - basal cell carcinoma, squamous cell carcinoma, malignant melanoma, tumour; sudoriferous glands - anhidrosis, bromidrosis / osmidrosis, hyperhidrosis, miliaria rubra; viral – herpes simplex / herpes zoster, warts, verrucas; lesions – bulla, crust, fissure, macule, papule, pustule, scale, tubercle, tumour, ulcer, vesicle, wheal.

Diseases and disorders of the hair: Signs & causes of asteatosis, canities, discoid lupus erythematosus (DLE), fragilitis crinium, hypertrichosis, keloids, monilithrix, ringed hair, trichoptilosis, trichorrhexis nodosa, scalp - pityriasis capitis simplex, pityriasis capitis, steatoides, seborrhea oleosa; fungal - tinea favosa, tinea capitis, tinea sycosis; parasite - scabies, pediculosis capitis; bacterial - furuncle, carbuncle, stye; alopecia – androgenetic, adnata, areata, follicularis, premature, senilis, totalis, universalis, traction / traumatic, postpartum, telogen effluven.



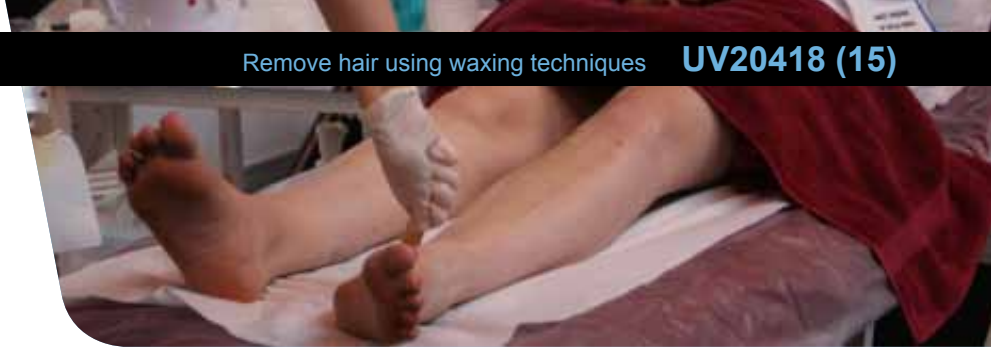
Range

You must cover the following ranges:

R1	Consultation techniques	Date and portfolio reference	Assessor signature
a	Questioning		
b	Visual		
c	Manual		
d	Reference to client records		

R2	Waxing treatments	Date and portfolio reference	Assessor signature
a	Eyebrows		
b	Upper lip		
c	Chin		
d	Full leg		
e	Half leg		
f	Underarm		
g	Bikini line		

R3	Necessary action	Date and portfolio reference	Assessor signature
a	Encouraging the client to seek medical advice		
b	Explaining why the waxing service cannot be carried out		
c	Modification of the waxing service		



Range (Continued)

R4	Products are	Date and portfolio reference	Assessor signature
a	Hot wax		
b	Warm wax		

R5	Work techniques	Date and portfolio reference	Assessor signature
a	Stretching and manipulating the skin during application and removal		
b	Speed of product removal		
c	Direction and angle of removal		
d	On-going product temperature checks		

R6	Aftercare advice	Date and portfolio reference	Assessor signature
a	Encouraging the client to seek medical advice		
b	Explaining why the waxing service cannot be carried out		
c	Modification of the waxing service		

Notes:

Unit Sign-off

All outcomes, assessment criteria and ranges have been completed for this unit.

Learner signature:	Date:
Assessor signature:	Date:
IV signature (if sampled):	Date: