

# Participant Handbook

Sector  
**Beauty & Wellness**

Sub-Sector  
**Beauty & Salons**

Occupation  
**Skincare Services**

Reference ID: **BWS/Q0101, Version 4.0**  
**NSQF level: 3**



**Assistant  
Beauty Therapist**





**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY & WELLNESS SECTOR SKILL COUNCIL**

for

### SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Assistant Beauty Therapist'** QP No. **'BWS/Qo101, V4.0, NSQF Level 3'**

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(Beauty & Wellness Sector Skill Council)



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Special thanks are extended to the persons who collaborated in the preparation of the different modules. Sincere appreciation is also extended to all who provided subject matter inputs and review for the individual modules.

The preparation of this Participant Handbook would not have been possible without the support of the Beauty and Wellness Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the Industry. We would specially like to thank VLCC, BKCCAD, Cleopatra Chain of Beauty and Wellness Spa, Lee's International Beauty and Spa Institute, Signature Training Centre & Ayurveda Institute, Christine Valmy and LTA School of Beauty for reviewing the handbook and given inputs for this trainee manual.

This Participant Handbook is dedicated to all the aspiring youth who desire to achieve special skills which would be a lifelong asset for their future endeavors and help them make a bright career in the Beauty and Wellness Sector.

## About This Book

The beauty and wellness industry in India is growing at a CAGR of 18.6 % and is likely to reach the 100,000 crore mark soon. The sector is thriving on the increasing section of affluent and middle-class population that has started considering beauty and wellness as a necessity. Increased emphasis on a holistic wellbeing with people's desire to look good and young are other motivators for the beauty and wellness industry.

Employment in Beauty Sector is expected to grow at a CAGR of 20%, with 23% in organised and 15% in unorganised segments with a shortage of over 600,000 skilled personnel. With a shift in focus towards quality of service, the industry has been looking to hire skilled workforce to sustain growth.

This Participant Handbook is designed to help trainers impart theoretical and practical skills training to trainees for becoming an Assistant Beauty Therapist.

This Participant Handbook is based on the Qualification Pack of an Assistant Beauty Therapist (BWS/Q0101) and includes the following National Occupational Standards:

1. BWS/N9001 Prepare and maintain work area
2. BWS/N0101 Provide basic skin care services
3. BWS/N0102 Carry out basic hair removal services
4. BWS/N0125 Perform simple make-up services
5. BWS/N0401 Provide manicure and pedicure services
6. BWS/N0126 Provide simple hair dressing services to produce common hair dos
7. BWS/N0127 Carry out application of simple mehndi designs
8. BWS/N9002 Maintain health and safety of workplace
9. BWS/N9003 Create a positive impression at the workplace
10. Employability Skills

We hope that this Participant Handbook will provide a sound learning support to our young friends to build an attractive career in the Beauty and Wellness Industry.

## Symbols Used



Key Learning  
Outcomes



Unit  
Objectives



Exercise

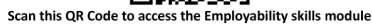


Tips

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# 1. Introduction

Unit 1.1 - Overview of the Beauty Industry

Unit 1.2 - Job role of an Assistant Beauty Therapist

Unit 1.3 - Few Major Companies Of The Sector



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Evaluate the Beauty Industry
2. Recognize the job role of an Assistant Beauty Therapist
3. Identify few major companies of the sector



## UNIT 1.1: Overview Of The Beauty Industry

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Analyze the Beauty Industry
2. Evaluate the Career Aspects in the Industry

#### Overview of Beauty Industry

The Global beauty industry is one of the most fascinating areas for consumers. The industry has been witnessing dramatic changes in the world market. These changes are mostly economic, cultural and the social transformations taking in different parts of the modern world. The industry has been able to pull a huge demand of products and services from the consumers worldwide; globalization is the major reason behind an extraordinary production of the products and services in this sector. In the last two decades the Global Beauty Market has grown by 4.5% a year on average, with annual growth ranging from 3% to 5.5%.

The Global Beauty market is generally divided into five segments: Skincare, Hair care, Colour (make-up), Fragrances and Toiletries. These segments are diverse yet interrelated which provides the consumers with a range of services, making them satisfied. In everyday life, each person follows a regime of personalized beautification, which includes: shower, shave, shampoo, weekly nail trim and monthly haircut. The next step is the holistic view of our beautification ritual which may include periodic visit to the beauty salon. The beauty salon has been increasingly improvising the various services, some of them includes; hair styling, hair removing, facials, nail care and many more such services.

The beauty industry has been growing phenomenally every year. Women contribute approximately 85 % of salon industry revenue, while men's facial care is the next big wave to hit globally. The rising influence on the middle class has upgraded the consumption lifestyles and willingness for adapting expensive services. The expansion of Spa and Salons are visible in luxurious hotels, Resorts, Cruises and many more such places which gives a huge platform for employment as well.

#### Career prospects in the Industry

An estimated 4 million people are employed around the world in this industry, which includes: fashion design, sourcing materials, manufacturing, distribution, marketing, retailing, advertising, communications, publishing and consulting and many more. Out of the several employment options, this course will be focusing on the role and responsibilities of an Assistant Beauty Therapist.

## UNIT 1.2: Job Role Of An Assistant Beauty Therapist

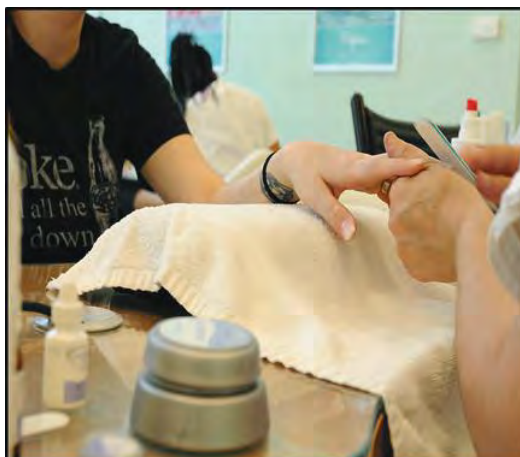
### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Analyze the job role of an Assistant Beauty Therapist

#### **Role of an Assistant Beauty Therapist**

An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic hair removal; manicure, pedicure and basic face care services and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also do various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them.



*Fig 1.2.1: Work in action in a salon*

An Assistant Beauty Therapist should be well-versed with the beauty services and therapy operations and have a basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

#### **Key Attributes of an Assistant Beauty Therapist:**

- To provide basic skin care treatment.
- To carry out basic hair removal services.
- To provide manicure and pedicure services.
- To assist the beauty therapist performing beauty services.

## UNIT 1.3: Few Major Companies Of The Sector

### Unit Objectives

At the end of this unit, you will be able to:

1. Identify few major companies of the sector

#### Few major Beauty Industries

Below is the list of 5 top beauty brands available in India that we all love for different reasons :

- **Lakme** – It is the most trusted brand in India. Lip liners and lipsticks, nail paints and eye shadows, eye liners and eye shadows, foundations and blushes, are few of the most sold products. Lakme belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates. It never fails to disappoint its customers with its qualitative and budget friendly Lakme products.



- **L'Oreal** – The next product in the line is L'Oreal. The biggest hit of this brand is its star collection of lipsticks. L'Oreal also offers a marvellous range of hair care products like shampoos, conditioners, masques, serums etc. L'Oreal is undoubtedly one of the finest products available in India.

L'ORÉAL  
PARIS

- **Revlon** – It is an international brand and came to India at the beginning of this century. It offers a wide range of beauty cosmetics like: lipsticks, mascaras, eye liners, nail paints, lipsticks, lip glosses and many more. The rates of Revlon are at the higher edge, but the products are worth the rate.



- **Avon** - This foreign brand is mainly used by Indian women as it also offers them a chance to work from home and become a sales representative for Avon. It offers an amazing range of products ranging from skin care, hair care, cosmetics, fragrances, personal care, etc. The products are moderately priced. Within these few years, the brand has secured a good position in India and is counted among the top most brands in the country.



- **Shahnaz Husain** – It has been named after the founder of the company, Shahnaz Husain in 1970. It is one of the leading brands available in India. Shahnaz Husain products are mainly used by the elder females. The brand is well known for its anti-aging treatments and the popular Ayurvedic Kajal.



## Exercise



**A. Choose the correct option :**

1. In the last two decades the Global Beauty Market has grown by \_\_\_\_\_ a year on average, with annual growth ranging from 3% to 5.5%.
  - a) 10.5%
  - b) 4.5%
  - c) 1.5%
2. The expansion of \_\_\_\_\_ are visible in luxurious hotels, Resorts, Cruises and many more such places which gives a huge platform for employment as well.
  - a) Spa and Salons
  - b) Toiletries
  - c) Cutlery Detailing
3. The global fashion industry is estimated to be worth over \_\_\_\_\_ or about 2% of the value of the world economy.
  - a) 1 Billion Euro
  - b) 5 Million Euro
  - c) 1 Trillion Euro
4. Proficiency in \_\_\_\_\_ and keen service orientation would help in providing world class services to the clients.
  - a) Cleaning
  - b) Communication
  - c) Cooking
5. \_\_\_\_\_ belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates.
  - a) Lakme
  - b) Lays
  - c) Pepsi





## 2. Prepare And Maintain Work Area

Unit 2.1 - Carry out preparation and maintenance of work area



**BWS/N9001**

## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Arrange the work area
2. Prepare client record cards
3. Prepare a client for service
4. Follow sterilisation and disinfection methods
5. Improve personal presentation and ideal behaviour
6. Identify ways to dispose of waste correctly



## UNIT 2.1: Carry Out Preparation And Maintenance Of Work Area

### Unit Objectives

At the end of this unit, participant will be able to:

1. Prepare and maintain work area
2. Illustrate the process of filling the client record card
3. Explain the process of preparing a client for service
4. Illustrate sterilisation and disinfection methods
5. Demonstrate the method of improve personal presentation and ideal behaviour
6. Demonstrate the process of disposal of waste correctly

### 2.1.1 Introduction

A beauty salon's reputation rests strongly on its cleanliness and hygiene. While preparing the work area one must have the knowledge and expertise to setup the required tools and equipment, products needed to carry out the treatment as well as provide comfortable seating for the client and yourself.

Efficient running of a salon also includes proper disposing of waste materials after treatment, maintaining client record and stressing on the personal hygiene and appearance of the therapist.

As a first step into the beauty industry, you will be expected to assist senior beauty professionals by setting up trolleys for the treatment, preparing work areas and clients.

### 2.1.2 Record Cards

A Record Card is a document maintained in the salon where details of the treatment and services availed by the client is documented. A therapist might also incorporate in it suggestions for future treatment, particulars about the client including information about any disease or particular choice. A record card comes in very handy for an Assistant Beauty Therapist and helps her/him to provide better service to clients.

- The record card contains specifications of appointments thus enabling the service provider to be ready for the client.
- It advises the beauty executive about a client's skin type, products used, likes and dislikes
- You must ensure that every card has details such as the client's name, address, date of birth and anniversary.
- The card must be referred to by the therapist before the commencement of service.

### 2.1.3 The Treatment Room

A treatment room is a substitute for a beauty salon. It must be well-equipped and comfortable to the client.



Fig 2.1.3.1: Treatment room

**Setting up for treatment:** A therapist must prepare the trolley with all required equipment and products for the treatment. You must ensure that the work area is organised and hygiene.

Following is a checklist of a treatment room:

- The client's record and pen
- A gown for the client and hooks to hang clothes
- Clean towels
- The treatment couch must be dry and clean.
- Trolley and other work surfaces must be sterilised.
- The trolley must be ready with all the required products and tools.
- The trolley must also have sufficient cotton and tissues.

### 2.1.4 Equipment and Products needed for various Treatments

The following are the products, materials and equipment, which should be known to the Assistant Beauty Therapists for providing beauty services:



Facial beds



Manicure tables



hairs for threading,  
shampooing, hair cutting,  
pedicure, etc.



Steamer/Vaporizer



Facial Massagers (Vibrators)



Wax heater



Towels for all treatments



Draw sheets for facial



Aprons or Uniform



Gowns for facial



Manicure trolley



Facial bowls



Pedicure tubs



Nail cutter



Cuticle snippers/ Cuticle cutter



Cuticle cleaners/pushers



Nail files/emery boards



Foot scrapers



Pumice stones



Brushes



Comedone extractor



Gloves



Cotton wool



Disinfectant solution



Shampoo/Conditioners  
Creams for hand massage,  
cleansing  
Skin tonic/astringent  
Moisturizer



Under Eye cream  
Wax, Calamine lotion, Talcum  
powder  
Acetone, nail polish, cuticle  
softener  
Thread (Chinese)  
Bleach  
Complete Make-up kit

### 2.1.5 Sterilisation And Disinfection Methods

In order to maintain high standards of hygiene, it is important to keep a check on diseases through cleaning, disinfecting and sterilising. Every client must be provided with clean towels. All used linen must be treated with hot water. Creams and lotions should be dispensed from spray bottles or with the help of a disposable spatula.

**Cleaning :** Cleaning is process of removing soil, dust, dirt and also a large amount of microorganisms. It must be carried out before disinfecting or sterilising any instrument or equipment. It is important for both the client and the therapist to wash their hands before undertaking a service.

Only disposable paper towels must be used for drying hands. All materials which are reusable must be disinfected, this includes all work surfaces. Cleaning must be carried out after every service. This, however, cannot destroy spores and viruses.

**Disinfection:** It is highly effective as it kills most bacteria, fungi and viruses. The disinfectant solution must be changed regularly as per manufacturer's instruction.

**Sterilisation:** it is mostly done in an autoclave which destroys all living organisms.

**Sanitisation:** Sanitisation is a process which completely destroys all living organisms including spores. It is done in an autoclave. It is done only on metal implements such as scissors, tweezers, etc. It helps, through the use of antibacterial agents like pre-wax lotions and hand cleaners, in reducing microorganisms from the surface of the skin.

**Sterilising and Disinfecting Equipment:** Autoclaving is the right process towards true sterilization.

An autoclave is a machine that sterilizes equipment, utensils, and other materials through a combination of steam, heat, and pressure. It works similarly to a pressure cooker. Microorganisms cannot survive in an autoclave.



Fig 2.1.5.1: Autoclave

#### Tools that need to be Sterilised and Disinfected

- Pumice Stone
- Metal scrappers
- Wooden loofa
- Cuticle cutter
- Cuticle nipper
- Cuticle trimmer
- Cuticle pusher
- Toe separator
- Comedone extractor
- Facial sponge
- Tweezers
- Face pack brush

### 2.1.6 Personal Protective Equipment

Personal protective Equipment (PPE) refers to clothing and other treatment equipment which can be used to reduce the risk of infection or injury. Example: disposable gloves, an apron for the treatment provider and disposable gown and thongs for clients during intimate waxing.

### 2.1.7 Prepare the Treatment Work Area

The environmental conditions in a treatment room are vital and it must not only be comfortable but also aesthetically pleasing. It must be suitable for the client and the service. A pleasant treatment area ensures that the client enjoys the salon experience and thus visits again. It must also be a satisfying work environment for the therapist.

**Lighting:** Lighting is an important aspect in creating a conducive atmosphere in the salon.

The lighting in the treatment room should depend on the kind of service being offered. For example, for make-up, the light must be bright and should not cast shadows, but for facial treatments it should be relaxing and soft with a magnifying lamp available to assist the therapist for close work and skin analysis.

The lighting must have the following characteristics:

- Bright enough to carry out treatments
- Soft enough to help clients to relax

Thus to ensure that optimum lighting efficiency is reached, there should be a good overhead light on a dimmer switch, and a magnifying lamp for close-up work such as skin inspection.

It must however be seen that:

- The therapist can see clearly while at work.
- Neither there is a requirement to squint nor do the eyes get dazzled.
- Any flickering or faulty light must be reported at the earliest.
- The lighting must be modulated according to the service being provided. For example, if a make-up service is being provided, the light must be bright.



*Fig 2.1.7.1: Ambient and organised salon*

**Room Temperature:** Temperature control is vital to the relaxation of the client. As the clients are relaxed during the treatment, their body temperature might drop. Thus, a salon must be warm but not stuffy or warm as it might lead to the spreading of germs.

A comfortable temperature for beauty therapy work is between 20°C and 24°C, with the level of moisture in the air between 40 and 60 per cent. It must also be kept in mind that the salon must be warm enough for the client to undress.

**Ventilation:** Circulation of fresh air is essential to keep energy levels high in both the staff and the client. It is also important to nullify the uncomfortable fumes that rise. Fresh air can be kept in circulation by a system of effective cross-ventilation and air-conditioning system. In salons and spas that have steam and sauna areas, it is important that the air does not become too damp and humid; therefore, good ventilation is essential. Ventilation may be achieved with the help of extractor fans, windows, air vents, doors and flues.

Lack of fresh air in circulation might lead to the following:

- Spread of disease and germs
- Bad odour making the atmosphere uncomfortable for both the staff and the client
- Build-up of fumes from glues, varnish and cleaning products, causing headaches and sickness.

**General comfort:** Following are the parameters to be followed to keep the client comfortable:

- Comfortable seating
- Warmth
- Aesthetically pleasing surrounding
- Controlled noise levels
- Relaxing music playing in the background
- Nice fragrance sprayed
- Polite, respectful and professional staff behaviour

## 2.1.8 Preparing A Client for Treatment

Ensure the ambiance of the salon is comfortable. Ask the clients to remove their clothes. You should provide them salon garments. In case the clients are not comfortable in changing clothes, give them salon capes. Ask the clients to remove their jewellery pieces like earrings or chains in a safe place before starting with the hair treatments. Drape the neck area carefully with plastic capes or towels. The client must be met with a friendly and confident expression:

- Eye contact must be established and the client should be greeted warmly.
- You must introduce yourself to the client and explain the procedure to the client.
- You must make polite conversation with the client.
- The client must feel at ease before the start of the service procedure.

### Do's and Don'ts of polite conversation

#### Do's

- You must enquire if the client has regular treatments.
- You may talk to her about recent holidays.
- A discussion might be held on weather, movies, etc.

#### Don'ts

- The client must never be ignored.
- Don't ever gossip with the client.
- You must never talk about your personal problems.
- Never complain about your job.
- Avoid sensitive topics such as religion and politics.



### 2.1.9 Client Care

Once a client has been greeted, she/he must be guided to the treatment room which must be prepared beforehand. The client must be made comfortable and ready for the process she/he is about to undergo.

As an Assistant Beauty Therapist you must make sure that the client receives the following:

- Comfortable sitting
- Polite and respectful staff
- Clean and quite space
- Pleasant aroma
- Relaxing music

**Client Protection:** In order to protect the clothes that the client is wearing, ask them to change into the gown provided by the salon. A fresh clean towel must also be provided.

- **Manicure:** The client must be protected from varnish and other products that might stain her/his clothes. Tissues must be tucked around the sleeves once the sleeves are rolled up to the elbow.
- **Make-up:** A cape must be used to protect the client's clothing and the hair must be protected with the use of a hair band.
- **Facial Treatments:** You must use a gown, towel and a couch roll. A hair band must be used to protect the hair.

**Just before you start:** Enquire if it is all right to remove jewellery and if she agrees to it, place it in a safe box. The clients can keep their jewellery in their handbags.

**Cleaning your hand:** You must wash your hands thoroughly before the treatment. You might also tell the clients about the cleaning rituals you have followed in order to make them comfortable. However, before the beginning of the treatment your hands must be dry.

### 2.1.10 Personal Presentation And Behaviour

Your personal presentation and behaviour must comply with the professional decorum. You must wear your clean salon uniform and look smart and confident. High standards of personal hygiene must be maintained. The following checklist must be followed:

- The uniform must be clean, odour free, neat and ironed.
- The uniform must be well-fitted without being too short or too tight.
- The hair must be neatly tied.
- Heavy make-up must be avoided.
- Nails must be short and manicured.
- Your breath must be fresh and should not smell of food or tobacco.
- Wear simple jewellery.



### 2.1.11 Maintain The Treatment Work Area

Once the work area is prepared, you must make sure that it is clean and hygienic. Things must be kept clean and tidy. Waste must be disposed of and the area should be fit for the next treatment.



Fig 2.1.11.1: Maintenance of treatment work area

### 2.1.12 Safe Disposal Of Waste

- Cotton, tissues, etc. must be disposed in a waste bin immediately after use.
- A clinical waste bin must be used to dispose of tissues and cotton containing body or skin fluids like blood.
- While using things such as lotions or crèmes, you must put them back in their places while you work.
- All bottle tops must be replaced immediately.
- While performing a manicure or a pedicure, you must use the time needed to dry the nail paint to clear away dirty water and towels.
- While doing facials, you must use the time needed to dry the mask to tidy the place.
- The tools which have been used must be put in the steriliser.
- All wastes must be put into designated dustbins. This helps maintain health and safety.
- You must dispose of the waste very quietly so that the client doesn't get disturbed.

### 2.1.13 Checking And Cleaning Equipment

In order to increase the life and efficiency of the products or equipment, the storage and cleaning instructions given by the manufacturer must be followed. All equipment and products have instructions about cleaning and maintaining.

The following problems must however be reported immediately:

- Dirty attachments
- Broken parts
- Faulty parts
- Broken wires

All equipment must be checked regularly and the dates of test and the date of next due test must be displayed on labels.

### 2.1.14 Leaving Work Areas Clean And Hygienic

The following rituals must be practised rigorously to ensure that the cleanliness and hygiene of workplace is maintained.

- All bedding and towels must be washed.
- All products and equipment must be kept in their places.
- All work tops and trolleys must be disinfected.
- All equipment and tools must be cleaned and sterilised.
- All disposables must be discarded.
- New linen must be put out on treatment bed.

### 2.1.15 Storage Of Records, Materials And Equipment

#### Client Records: Storage and Confidentiality

- The Record Cards hold a lot of information about clients, which must be guarded. They must be stored either in locked filing cabinets or should be password protected.
- No one must be given access to client records.
- The Record Cards must contain correct information.
- The clients might be shown their own Record Card, if required.

#### Tools and Equipment

- The rituals of cleaning, disinfecting and sterilising must be strictly followed to avoid infection and cross contamination.
- Sharp tools must never be kept in uniform pockets.
- Electrical equipment must be turned off and kept unplugged when not in use.
- Electrical leads must not be left on the floor.
- Magnifying lamps must not be kept in sunlight to avoid causing a fire

## Exercise

1. Sterilisation involves:
  - a) Boiling
  - b) Baking
  - c) Steaming
2. The basic sanitation practices in a salon involve:
  - a) Ventilated rooms
  - b) Safe drinking water
  - c) Cleans towels and gowns
3. Cleaning of combs involves:
  - a) Removal of hair from combs and brushes
  - b) Immersing combs and brushes completely into a bowl of soapy water for several minutes
  - c) Cleaning each comb separately with a small brush
4. A client record card is a card that contains:
  - a) Client information
  - b) Directions to the salon
  - c) Product information
5. When the client has left the treatment area, the following things need to be done:
  - a) Towels washed
  - b) Products tidied away and disposables thrown away
  - c) Worktops and trolleys disinfected and tools sterilised
6. Sterilisation is a process of:
  - a) Destroying bacteria
  - b) Beautifying the equipment
  - c) Storing the equipment
7. All tools and equipment must be cleaned, disinfected and sterilised to:
  - a) Prevent infections
  - b) Cross contamination
  - c) Maintain hygiene
8. As a beauty professional, you will make sure your reception area is:
  - a) Always tidy
  - b) Magazines are available for customers
  - c) Empty cups are removed as soon as possible

### Practical

#### Practical-1 Role play for filling Client Card

Fill a client Record Card with all the necessary information regarding services, personal data, comments, etc.

#### Practical-2 Sterilising Tools

Sterilise tools in order to prepare for a beauty treatment.

## UNIT 2.2: Importance of Employee Awareness Program

### Unit Objectives

**By the end of this unit, the participants will be able to:**

1. Conduct employee awareness program, such as for COVID-19 by displaying posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises
2. Apply digital mode of payment to lessen any kind of cross infection; digital mode such as use of debit/credit cards, internet banking, mobile wallets, digital payment apps, etc.

### 2.2.1 Employee Awareness Program

COVID-19 spread is emotionally challenging for many people, changing day-to-day life in unprecedented ways. All sections of society – including employers and employees – should play a role to protect themselves and each other and help prevent further spread of the disease. “WHO” is providing advice and updated information on COVID-19, and on how employers can protect their employees, what measures they should take in the workplace and other related factors.

Workplaces outside of healthcare facilities can be also settings for transmission of COVID-19. Outbreaks of COVID-19 has been reported in various types of workplaces and job categories.

All workers should be protected from acquiring COVID-19 because of their work. The prevention of COVID-19 in work settings should be combined with measures for protecting physical and mental health, safety and wellbeing of workers from other occupational hazards in the operation, closures and reopening of workplaces.

This joints WHO/ILO policy brief provides a summary of the evidence for transmission of COVID-19 in general workplaces and an overview of WHO and ILO recommendations for prevention and mitigation of COVID-19 and for protecting health and safety at work in the context of the pandemic.

The document is intended for public health and labor authorities, businesses, employers, workers and their representatives at the national, local and workplace levels to facilitate the implementation of public health and social measures for COVID-19 while maintaining full and productive employment and decent work during the pandemic.

Things to consider when you and your employees travel

- Before traveling
  - Make sure your organization and its employees have the latest information on areas where COVID-19 is spreading. You can find this at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
  - Based on the latest information, your organization should assess the benefits and risks related to upcoming travel plans.
  - Avoid sending employees who may be at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease) to areas where COVID-19 is spreading.
  - Make sure all persons travelling to locations reporting COVID-19 are briefed by a qualified professional (e.g., staff health services, health care provider or local public health partner)
  - Consider issuing employees who are about to travel with small bottles (under 100 CL) of alcohol-based hand rub. This can facilitate regular handwashing.

- While traveling:
  - Encourage employees to wash their hands regularly and stay at least one meter away from people who are coughing or sneezing
  - Ensure employees know what to do and who to contact if they feel ill while traveling.
  - Ensure that your employees comply with instructions from local authorities where they are traveling. If, for example, they are told by local authorities not to go somewhere they should comply with this. Your employees should comply with any local restrictions on travel, movement or large gatherings.
- When you or your employees return from traveling:
  - Employees who have returned from an area where COVID-19 is spreading should monitor themselves for symptoms for 14 days and take their temperature twice a day.
  - If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate.
  - This means avoiding close contact (one meter or nearer) with other people, including family members.
  - They should also telephone their 7-healthcare provider or the local public health department, giving them details of their recent travel and symptoms.

### **Simple ways to prevent the spread of covid-19 in your workplace**

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors and employees. Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate. They can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces.

- Make sure your workplaces are clean and hygienic
  - Surfaces (e.g., desks and tables) and objects (e.g., telephones, keyboards) need to be wiped with disinfectant regularly
  - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
- Promote regular and thorough handwashing by employees, contractors and customers
  - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
  - Display posters promoting hand-washing – ask your local public health authority for these or look on [www.WHO.int](http://www.WHO.int).
  - Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote handwashing
  - Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
  - Why? Because washing kills the virus on your hands and prevents the spread of COVID19
- Promote good respiratory hygiene in the workplace
  - Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
  - Ensure that face masks<sup>1</sup> and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them

- Why? Because good respiratory hygiene prevents the spread of COVID-19
- Advise employees and contractors to consult national travel advice before going on business trips.
- Brief your employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home.
- They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection
  - Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.
  - Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business.
  - Your occupational health services, local public health authority or other partners may have developed campaign materials to promote this message
  - Make clear to employees that they will be able to count this time off as sick leave.

### **How to manage covid-19 risk when organizing meetings and events?**

#### **Why do employers and organizers need to think about COVID-19?**

Organizers of meetings and events need to think about the potential risk from COVID-19 because:

- There is a risk that people attending your meeting or event might be unwittingly bringing the COVID-19 virus to the meeting. Others might be unknowingly exposed to COVID-19.
- While COVID-19 is a mild disease for most people, it can make some very ill. Around 1 in every 5 people who catch COVID-19 needs hospital treatment.

### **Key considerations to prevent or reduce COVID-19 risk**

#### **Before the meeting or event**

- Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.
- Develop and agree a preparedness plan to prevent infection at your meeting or event.
  - Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference or online event?
  - Could the meeting or event be scaled down so that fewer people attend?
  - Ensure and verify information and communication channels in advance with key partners such as public health and health care authorities.
  - Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants. Have surgical masks available to offer anyone who develops respiratory symptoms.
  - Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
  - Make sure all organizers, participants, caterers and visitors at the event provide contact details: mobile telephone number, email and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this, they cannot attend the event or meeting.
- Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise).

- This plan should include at least:
  - Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated
  - Have a plan for how they can be safely transferred from there to a health facility.
  - Know what to do if a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting
  - Agree the plan in advance with your partner healthcare provider or health department.

#### **Necessary precautions while availing services**

- Avoid walking in and make your appointments prior to visit
- Sanitize your hands and get your temperature checked. If it is on the higher side, kindly cooperate and reschedule your appointment
- Wear your mask on you at all times
- Unless you are accompanying a minor, it is advisable to come to the salon alone
- Kindly fill the customer consent form before service
- Make digital payments and receive e-invoices post service

#### **Employees Relentlessly Follow These Procedures for The Safety of Everyone at The Premises**

- Daily temperature check of staff.
- Sanitizing the seats & furniture and sterilizing tools after every use
- Clean and disinfect frequently touched surfaces like seat handles, tabletops, stationery, pens, etc.
- Masks and gloves on while styling or servicing the customer
- Encouraging customers to do digital payments and sending e-invoices
- Serving only bottled water
- Personal protective gear for everyone
- Limited appointments only
- Minimize people at the waiting area, discourage clients from entering the premises prior to their appointment
- Covid awareness program for all employees
- Disposable gowns for customers
- Put up notices about reminders to practice social distancing, frequent hand washing, etc.

### **2.2.2 Digital Mode of Payment to Lessen Any Kind of Cross Infection**

- Digital payments allow people to access goods and services while in quarantine or social distancing.
- SARS epidemic in 2003 expedited China's path in launching digital payments and e-commerce in the country.
- A robust identification system, widespread, consistent internet access and trustworthy ways to get money into digital formats could be important for digital payments to thrive.
- During the coronavirus crisis, digital payments have been keeping economies running and helping people reduce contact with virus.

Contactless digital payments at the point of sale, such as facial recognition, Quick Response (QR) codes or near-field communications (NFC), can make it less likely for the virus to spread to others through cash exchanges. Digital payments are limiting in-person transactions and ensuring consumers can buy essentials from the comfort of their homes. Ramped up e-commerce initiatives are also helping small businesses keep revenue flowing during an uncertain time.

- Online payments are even helping to put stimulus funds into consumers' hands more rapidly.
- Credit card penetration was low, so a majority of online payments were done through bank transfers, which might still involve verifying payments in person at a local branch.
- Cash payment upon delivery was also a popular option, which is not virus-proof during an epidemic
- Transforming from cash-upon-delivery to a modern mobile-payment-upon-delivery system took cooperation between a range of stakeholders beyond just fintech entrepreneurs

### **Retail outlets and malls**

Retail outlets and malls, which attracted consumer spending were forced to shut down, which caused further reduction in retail BHIM UPI payments. Liquidity crises faced by small scale vendors catering to consumer needs were forced to dissolve, further limiting individual spending. However, post easing of lockdown restrictions from mid May 2020, value transacted via UPI and BHIM in June 2020 have regained to ~122 per cent and ~91 per cent of their January 2020 levels respectively.

### **IMPS transactions**

IMPS transactions have also reached to ~95 per cent of its January 2020 transaction levels by June 2020. Consumers exploring e-commerce avenues for purchase needs, previously catered by brick-and-mortar stores, stocking of essentials, general resumption of routinely availed services and cascading payment of any personal dues and liabilities deferred are possible factors for the levels of recovery observed.

### **BBPS transactions**

BBPS transactions have also seen a decline in transaction volumes, post lockdown, possibly due to non-payment of routine bills due to existent or anticipated cash crunches as well as significant deferrals in routine bill payments, A fall of ~30 per cent was observed in the bill payments in April 2020 compared to January 2020

### **NPCI**

NPCI has stated that the relevance of UPI is expected to grow, by combining the physical and digital space, in a post COVID-19 world, with increasing relaxations being witnessed in India's lockdown. Additionally, NPCI has recently launched a campaign called 'UPI Chalega' with a dedicated microsite, which focuses on encouraging lockdown related payments such as payments to grocers, supermarkets and salary payments through UPI.

This campaign is estimated to have received nearly one billion impressions within its target audience, which further speaks towards increased awareness and acceptability of UPI as a payment method.



Payment mode	Impact term	Remarks	Impacted sectors
Cards	Medium-term	The usage of cards for undertaking online transactions (due to limited opening of physical/ offline retail) is expected to increase significantly. From health and safety standpoint customers are expected to prefer the usage of contactless cards for payments.	Positive: Insurance, Essentials, Donation, online education, media / entertainment Negative: Travel and tourism, consumer durables, intra-city travel, apparel, restaurants
Wallets	Medium-term	This mode of payment is likely to witness a surge in the transaction volume and users due to the increase in payments being made online as a result of ease in usage, safer mode of payment. A significant shift in consumer behaviors and habits have been observed as they prefer use of wallets for small ticket payments which were primarily done through cash earlier.	Positive: Small merchants, Insurance, Essentials, Donation, online education, media / entertainment Negative: Travel and tourism, consumer durables, intra-city travel, apparel, restaurants
Payment gateway	Medium-term	As increased cards and wallets transactions are expected to happen over online platforms, the usage of payment gateway for the purpose of processing transactions is expected to increase	Positive: E-commerce, Insurance, Essentials, Donation, online education, media / entertainment Negative: Travel and tourism, Hospitality
BBPS	Medium-term	The growth in this segment is expected to accelerate as in the current pandemic situation, individuals are expected to prefer to make payment of utility bills through online mediums to adhere to social distancing norms. Also considering, the biller base is increasing, and customer is adopting to the single ecosystem for the bill payment.	Positive: Utility bills such as electricity, telephone, broadband, gas, school fees, insurance, taxes etc.
ATMs	Medium-term	Usage of ATMs has seen decline in April. However, it is starting to increase in light of relaxation in lockdown and opening of the various marketplaces. The fear of uncertainty over the current pandemic situation has fueled the need to hoard cash to manage the unforeseen circumstances. However, going forward, the usage may be reduced due to the risk of transmission of virus via exchange of currency notes.	Positive: Essentials Travel, Hospitals Negative: Apparel, restaurants

Payment mode	Impact term	Remarks	Impacted sectors
Point of Sale (POS)	Medium-term	Due to limited access to offline stores, the usage of this medium may witness a decline. Further, modes of payment (such as QR code, Link based payments, etc.) may be preferred since they involve no transmission via physical contact.	Positive: Essentials Negative: Consumer durables, apparel, restaurants, jewelry
Toll collection related cards	Medium-term	This mode may witness a decline since overall tourism and travel sector is expected to witness a decline. Though movement of essential goods vehicles is expected to continue, personal travel is likely to continue seeing decline due to the risk of transmission of virus while in transit and hence, the usage of toll may reduce	Positive: Essentials Negative: Travel and tourism
QR Code	Medium-term	There is an increase in small ticket payments, such as transactions at Kirana stores. Use of contactless mode of payment such as QR Code has seen a growth owing to convenience, speed, low maintenance and safety it offers.	Positive: Essentials Negative: Consumer durables

Table 2.2.1: Impact term of payment method

### During The Meeting or Event

- Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.
  - Build trust. For example, as an icebreaker, practice ways to say hello without touching.
  - Encourage regular handwashing or use of an alcohol rub by all participants at the meeting or event
  - Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in.
- Provide contact details or a health hotline number that participant can call for advice or to give information.
- Display dispensers of alcohol-based hand rub prominently around the venue.
- If there is space, arrange seats so that participants are at least one meter apart.
- Open windows and doors whenever possible to make sure the venue is well ventilated.
- If anyone who starts to feel unwell, follow your preparedness plan or call your hotline.
  - Depending on the situation in your area, or recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.
  - Thank all participants for their cooperation with the provisions in place.

**After the meeting**

- Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
- If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
- If they develop even a mild cough or low-grade fever (i.e., a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.
- Thank all the participants for their cooperation with the provisions in place.

## Activity

### Practical Experiment on manicure and pedicure

1. **Objective of the Activity:** To learn about” manicure & pedicure tools and techniques”
2. **Materials required:** Manicure& pedicure tools, manicure & pedicure products, Pen, notebook, and participant handbook
3. **Steps Required:**
  - The Trainer needs to discuss the Contra indications of manicure with the students
    - Select a student to select tools for manicure
    - Select two students for Trolley arrangements for manicure
    - Select a random student to Perform manicure
  - The Trainer needs to discuss the Contra indications of pedicure with the students
    - Select a student to select tools for pedicure
    - Select two students for Trolley arrangements for pedicure
    - Select a random student to Perform pedicure
4. **Conclusion Drawn:** The activity helps students to learn about the manicure & pedicure tools and techniques

## Activity

### Discussion on Personal Hygiene

1. **Objective of the Activity:** To learn about” Personal Hygiene of Beauty Therapist and salon”
2. **Materials required:** Pen, notebook, and participant handbook
3. **Steps Required:**
  - Students discuss in class with the Trainer in front of the class
  - Every individual student has to participate in the discussion
  - Trainer should randomly select one of the students to stand in front of the class and explain any 5-points on personal hygiene
  - Trainer should repeat the process
4. **Conclusion Drawn:** The activity helps students to learn about the Personal Hygiene of Beauty Therapist and beauty salon.

## Summary

- Cross contamination can be avoided by maintaining high levels of hygiene in the salon. Fungi, bacteria, viruses, and parasites can quickly spread if they don't do their share to stop them, whether it's from the salon, other clients, or dirty instruments.
- Proper salon waste management is crucial for avoiding fines and keeping everyone (including the planet) safe.
- In order to maintain high standards of hygiene, it is important to keep a check on diseases through cleaning, disinfecting and sterilizing.
- All equipment must be checked regularly, and the dates of test and the date of next due test must be displayed on labels, leaving Work Areas Clean and Hygienic.
- You may wonder "What is the importance of disposing salon waste properly?" Apart from the fact that 25 states have now made recycling mandatory, a business should always try to lessen its environmental impact.
- COVID-19 spread is emotionally challenging for many people, changing day-to-day life in unprecedented ways. All sections of society – including employers and employees – should play a role to protect themselves and each other and help prevent further spread of the disease.
- Digital payments allow people to access goods and services while in quarantine or social distancing.

## Exercise

**Answer the following questions by choosing the correct option:**

1. The concept of " \_\_\_\_\_ " is measured as a probability of sterility for each item to be sterilized.  
 A) sterile  
 B) neutralize  
 C) cleaning
2. Anyone with even a mild cough or low-grade fever \_\_\_\_\_ needs to stay at home.  
 A) 27.2 C or more  
 B) 37.3 C or more  
 C) 10.9 C or more
3. \_\_\_\_\_ is a process which completely destroys all living organisms including spores  
 A) Steaming  
 B) regeneration  
 C) UV Sanitization
4. \_\_\_\_\_ gas has been used since the 1950s for heat- and moisture-sensitive medical devices.  
 A) ethyl alcohol  
 B) Ethylene oxide  
 C) methanol

5. An \_\_\_\_\_ is a machine that sterilizes equipment, utensils, and other materials through a combination of steam, heat, and pressure.

A) autoclave

B) vaporizer

C) streamer

**Answer the following questions briefly.**

1. Describe maintaining hygiene at workplace.
2. Define clinical salon waste
3. What are Disinfection and UV Sanitization
4. List and explain types of wastes
5. Explain Sterilization.



## 3. Provide Basic Skin Care Services

Unit 3.1 - Skin Structure and Functions

Unit 3.2 - Basic Facial Treatments

Unit 3.3 - Electro-therapy in Facial Treatment



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Discuss the basic structure of skin and identify different skin types
2. Discuss the different types of skin diseases and disorders which may interfere with treatment of the skin
3. Discuss the actions of the facial, neck and shoulder muscles
4. Discuss the bone structure of the head
5. Maintain safe and effective methods of working when assisting with facial treatments
6. Consult, plan and prepare for treatments with clients
7. Perform a facial treatment effectively
8. Discuss the bleaching process and perform a facial bleach effectively



## UNIT 3.1: Skin Structure And Functions

### Unit Objectives

**At the end of this unit, you will be able to:**

1. Describe skin, its structure and functions
2. Demonstrate the different skin types
3. Demonstrate the skin disorders which may occur during skin treatments
4. Discuss the action of massage on the facial, neck and shoulder muscle
5. Identify the bone structure of the head

### 3.1.1 Skin

The skin acts as protective shield of the body.

**Anatomy:** It is a branch of science which deals with the structure of the human body.

**Physiology:** It is a study of functions performed by the different parts of the body.

**Cells:** It is the smallest unit of the body of a human being.

**Tissue:** They are a bunch of similar type of cells which perform a particular function.

**Types of Tissues:**

- **Epithelial Tissue:** Forms the outer covering of the body
- **Muscular Tissue:** Helps in movement
- **Nerve Tissue:** It transfers the nerve impulses throughout the body
- **Connective Tissue:** It forms the connection of the joints
- **Lymphatic Tissue:** They help to transport food, oxygen, water products and hormones through blood

**Organs:** They are a group of tissues which perform a specific function forming the different parts of the body.

**Muscular System:** They help to maintain the form of the body and facilitate smooth movement.

**Skeletal System:** It forms the basic framework of the body consisting of the bones and both movable and immovable joints. An adult body has 206 bones. It helps to protect the delicate organs of the body.

### 3.1.2 Structure Of Skin

A healthy skin is characterised by its softness, flexibility, moisture and having no blemish.

The skin has three layers

- Epidermis
- Dermis
- Hypodermis or Subcutaneous layer

## The Epidermis

- It has nerve endings but no nerve vessels
- Made up of epithelial cells. It is the thickest on the palms and soles and most delicate on the eyelids
- The outermost layer of the epidermis consists of a superficial layer of dead cells which are frequently shed
- It acts as a barrier in the transmission of water through the skin
- It consists of a protein called elladin which makes the skin waterproof
- A series of chemical reaction with the amino acid tyroxine present in this layer gives rise to melanin.
- Melanin gives the skin its colour
- This layer acts as a touch receptor

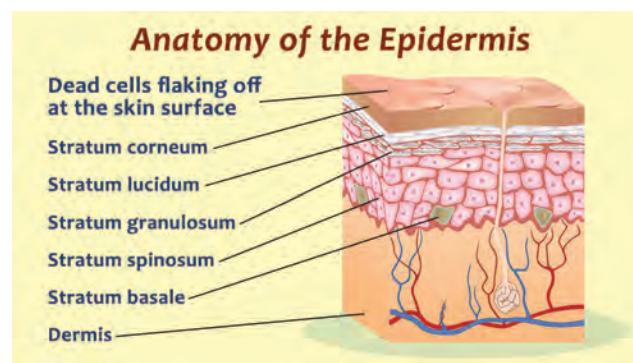


Fig 3.1.2.1: Anatomy of epidermis

## The Dermis

- It is the inner layer of skin and is called the true skin
- This layer is flexible, elastic and tough
- It consists of elastic and collagen fibres, blood vessels, lymphatic vessels and nerves
- Hair follicles, arrector pill muscles, papillae and sebaceous are found within its structure
- It has two layer- Papillary and Reticular
- It provides nourishment to the epidermis
- It provides lubrication to skin and hair

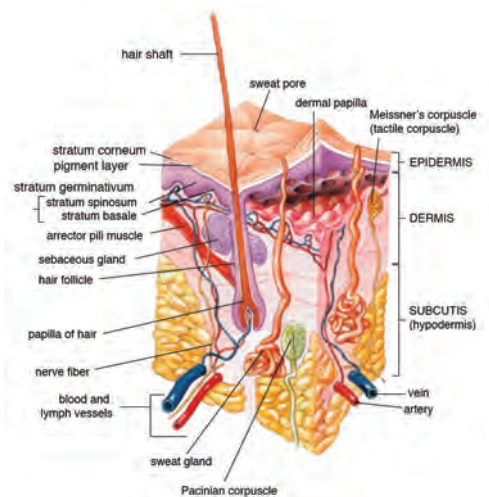


Fig 3.1.2.2: Dermis

**Subcutaneous Tissue or Hypodermis**

- It lies below the dermis
- It consists of adipose tissue, thick layer of connective tissue and fatty tissue
- The thickness of this layer depends on age, gender and general health
- It lends the body contour and smoothness
- It acts as an insulating layer
- Cushions the outer layer
- It roots the hair follicles

**3.1.3 Functions Of the skin**

**Sensory Receptor:** The skin generates response to heat, cold, pressure, touch and pain

**Heat Regulation:** When the body is healthy a constant temperature of 37°C or 98.4°F is maintained

Vasodilatation in skin helps when the body becomes over heated

Vasoconstriction helps to heat the body when the temperature is too cold

The skin reddens when hot and pales when cold

**Absorption:** The skin absorbs nutrients and oxygen

**Protection:** It forms a barrier to protect the deeper and more delicate organs

It defends the body against microorganisms and harmful agents

Reflex action in the skin is a reaction to painful stimulation

Through melanin the skin protects from ultraviolet and harmful rays

**Excretion:** Through perspiration chemicals like Urea are excreted

**Secretion:** Secretes sebum which lubricates and smoothens skin and hair

Being slightly acidic sebum acts as an anti-infection

Sebum checks the loss of moisture and heat from the skin

**Formation of Vitamin D:** Vitamin D is produced when a fatty substance present in the sebum is exposed to sunlight

Vitamin D ensures proper utilisation of calcium and phosphorus in the body

**Hydration:** The skin holds moisture

**Respiration:** Skin helps vaporise unwanted gases from the body

**3.1.4 Skin Types And Skin Analysis**

- The skin must be analysed before selecting the treatment
- Age and general health of the client must be taken into consideration
- Records of progress of previous treatments must be taken
- The skin must be cleaned and analysed under magnifying lamp

### Procedure for Skin Analysis

- The skin must be cleaned following the steps of professional cleansing
- Eye pads must be placed after removing the cleanser
- The skin of the entire face and neck must be studied under the magnifying lamp
- Skin must be slightly stretched using the middle and index finger to reveal the skin texture, size of pores, lines and flakiness

**Skin Care:** Following steps must be followed to maintain healthy skin

### Cleansing

- Use cleansing lotion/milk/cream to deep cleanse the skin and remove impurities from the pores.
- It also helps to prevent black heads

### Toning

- Toning is done after cleansing
- Toners remove grease from skin
- Acts as antiseptic
- Makes the pores appear smaller and tightens skin
- Soothes skin

### Moisturising

- Helps keep the skin soft and supple
- Wards off the formation of wrinkle

## 3.1.5 Classification Of Skin Types



Fig 3.1.5.1: Skin types

### Normal Skin (pH 5.5 – 5.8)

- Rather rare
- Balance between dry and oily skin
- Firm
- Healthy colour, smooth and soft
- Tight pores
- Has a translucent glow

**Dry Skin**

- Lack of sebum leads to lack of lubrication
- Dehydrated
- Fine lines found around eyes and mouth
- Rough and flaky skin found on nose and cheeks
- With age, loses elasticity

**Allergic and Sensitive Skin**

- Has broken capillaries at the sides of nose and cheek
- Becomes blotchy, breaks out in rashes and suffers irritation
- Sensitive to heat, cold and wind

**Matured Skin**

- Similar to dry skin
- Looks parched, saggy, dehydrated
- Skin is deeply lined and loose

**Oily Skin**

- Thick and coarse
- Develops open pores, pimples, black heads, papules and pustules
- There is excess production of sebum

**Combination Skin**

- Very common and not easy to treat
- Open pored, oily, T-Zoned
- Has spots, black heads and clogged pores
- Areas around throat, cheeks and eyes are dry

### 3.1.6 Skin Diseases

The study of the structure, nature, function, diseases of the skin and its treatment is called **dermatology**.

The redness of the skin is medically termed **Erythema**.

The most common kind of skin condition that may be caused by a disease or disorder is called **lesion**.

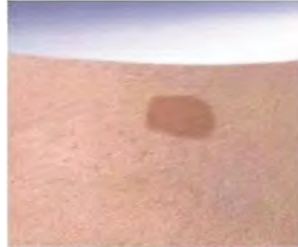
**Lesion of the Skin**

Lesion is structural change in the tissue caused by an injury or disease. They are of two types:

- **Primary:** It is formed during the early onset of the disease
- **Secondary:** It is caused by trauma

**Primary Lesions:** We shall now look at the various kinds of primary lesions

**Macule:**



- Small discoloured spots or blemish on the surface of the skin
- Neither raised nor sunken
- The surrounding skin are blisters containing fluids

**Papule:**



- Small elevated pimple on the skin
- Does not contain any fluid
- Can form puss
- It is 1cm or smaller in size
- Can be brown, red, purple in colour
- Feelings itchy when infected or after bursting
- They are symptoms of acne, rosacea and also chicken pox

**Pustule:**



- It is a vesicle filled with puss
- Located under the skin surface
- Most common in teenagers
- Forms in the inside layer of epidermis
- Filled with dead cells

**Wheal:**

- Swollen and itchy
- Changes shape and size
- Disappears within an hour

**Secondary Lesions:** They develop in the later stage of disease and are serious in nature. We shall now look at the various kinds of secondary lesions:

**Scar:**

- Tissues formed after a wound heals
- Caused due to tissue damage
- May be red, brown or white in colour
- May be painful

**Keloid:**

- Over growth of connective tissues
- Can grow anywhere but mostly on upper back, shoulders or chest
- Raised above the skin surface
- Non-malignant

**Cyst:**



- Small sack-like
- Elevated
- Contains liquid or clear semi-solid substance
- May be of 100 different types
- Occurs mostly on skin when hair follicle is damaged or glands are blocked

**Skin Diseases:** A number of microorganisms might cause various skin diseases/disorders.

Classification of micro-organisms

- Bacteria
- Virus (Smallest)
- Fungi
- Insects- may be found over or under the skin and is very contagious

**Bacteria:** They give rise to bacterial diseases.

**Boils (Furunculosis):**



- They are caused by bacteria
- Appear as painful red nodules of size 5 – 10mm
- It breaks in the middle to collect puss and the show the skin below
- Folliculitis is a condition when it affects many follicles



- Should not be treated
- Occurs in both adults and adolescents
- Found commonly on the face, neck, buttocks, upper legs and armpits

#### **Impetigo:**



- Occurs in the superficial layers of the epidermis caused by Staphylococci
- Characterised by honey coloured crusts and sores
- A red and itchy skin is indicative of its occurrence
- Might have secondary infections in severe cases
- Mostly affects children
- Found in nose and mouth area

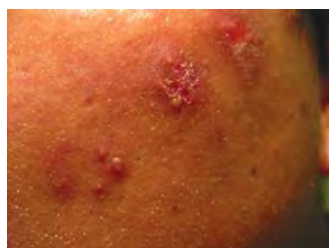
**Virus:** Some of the viral diseases in details.

#### **Herpes simplex (Cold sore)**



- Found mostly on face and lips
- Symptoms are blistering sores, pain during urination, itching and fever
- Caused due to extreme weather conditions or hormonal changes in menstrual cycle
- Initiates as itchy red patches which then develops vesicles and crusts
- It recurs, as the virus still remains in the body and is greatly contagious

#### **Herpes Zoster (Shingles):**



- Caused by the virus Varicella zoster, which also causes chicken pox
- Virus affects the dorsal root ganglion
- The sensory nerves are greatly affected
- Commonly found on the face and trunk
- It exhibits as erythema with groups of vesicles
- Should not be treated. The next person runs the risk of getting chicken pox instead

**Warts (To remove: Apply air- tight plaster and peel off after 15 minutes)**



- Warts which are viral tumours are caused by the aggregation of an altered type of cell
- Usually seen on hands, face and feet. On the face, they are fine, on hands they are plaque like and on the foot they are deep and surrounded by thickened skin (Verrucae planter warts)
- May be contagious but disappears suddenly
- Do not treat if bleeding and inflamed
- Keratin, a hard protein on the superficial skin is formed due to this virus

**Fungi:** They cause fungal infections.



- Fungal infections can affect anyone. The most commonly found in the environment is Tinea
- Infection caused by Tinea are:
  - on the scalp - Tinea Capitis
  - on the body - Tinea Corpora
  - on the hands - Tinea Manum
  - on the feet - Tinea Pedis
- Ringworms are round patches with raised scaly edges, redness and itching
- It appears as a red macule and heals in the centre spreading outwards
- Occurs mostly on feet where the flesh is moist, splits and remains raw underneath
- Highly contagious and must not be treated

**Insects:** They too cause many conditions.

**Scabies:**

- Exhibited as an infection of the epidermis – *Acarus scabi*
- The female lands the surface of the skin, then burrows underneath laying 2 to 3 eggs per day. 3 to 4 days later, the eggs hatch, then invade the hair follicles where they mature and mate to continue the process
- Usually seen on hands, wrists, groin, buttocks, axillae and feet.
- One might experience itching followed by erythema, seen as red lines after the burrowing
- It is highly contagious.

**Lice (Pediculosis):**

- It occurs on the head (Pediculosis capitis), body (Pediculosis corpora) and on the pubis (Pediculosis pubis)
- Female lice lays eggs on the hair
- The pearl coloured eggs (nits) attach themselves firmly to the base of the shaft
- Most visible behind the ears
- Dirty hair is a preferable breeding ground than clean hair

**Eczema:**

- It is a chronic skin condition caused due to inflammation
- Most common type being Atopic dermatitis (AD)
- It appears as an itchy red area, may be dry and scaly or wet with vesicles
- Can be atopic and is inherited

**Seborrheic:**

- Seborrheic dermatitis or seborrhoea is a red, itchy rash with flaky scales
- Dermatitis develops where the sebaceous glands are numerous
- Hardly any irritation
- Cause is unknown
- Do not treat as it may lead to secondary infection

### 3.1.7 Glossary Of Disorders

<b>1. Psoriasis</b>	<ul style="list-style-type: none"> <li>• Bright red, well defined patches with silvery scales on the skin surface which flakes off and leaves a trail behind.</li> <li>• Scales if peeled off will bleed underneath. Causes unknown. May be hereditary.</li> <li>• Pain, swelling, heat and redness are the symptoms.</li> <li>• Skin cells grow deep in the skin and slowly rise to the surface.</li> <li>• One can find them on knees, elbows, scalp, face, palm, lower back, and soles of the feet.</li> </ul>
<b>2. Cholasma</b>	<ul style="list-style-type: none"> <li>• Cholasma is also called melasma.</li> <li>• Increased deposits of pigment in the skin.</li> <li>• It is recognized by dark patches of skin which are darker than the surrounding skin.</li> <li>• Found mainly on forehead, nose and cheeks.</li> <li>• Cholasma occurs very often in women than men.</li> <li>• In younger women, it is very often a side effect of contraceptive pills or pregnancy.</li> <li>• This condition normally disappears after child-birth or when the sufferer stops taking the contraceptive pills.</li> <li>• May also be the result of over exposure to ultra-violet rays.</li> <li>• It will fade when exposure is ceased but reappear very rapidly on the next exposure to UV.</li> </ul>
<b>3. Urticaria</b>	<ul style="list-style-type: none"> <li>• Urticaria is also known as hives.</li> <li>• Commonly known as 'nettle rash' (Urtica is the latin word for nettle).</li> <li>• It is a skin reaction caused by release of histamine.</li> <li>• It goes away within 24 hours but is very itchy.</li> <li>• There is itchiness, reddening, swelling and wheals on the skin.</li> <li>• The wheals are formed by extreme dilation of capillaries allowing serum to escape into the dermis. This is not contagious; however, it should not be treated as it could be painful.</li> </ul>

<b>4. Milia</b>	<ul style="list-style-type: none"> <li>• Also known as 'whiteheads'.</li> <li>• It is a disorder of the sebaceous glands which is caused by the collection of keratinized cells which are dead and sebaceous matter trapped beneath the skin.</li> <li>• It can occur on any part of the face and sometimes on chest, shoulders and back.</li> <li>• Whiteheads resemble the small grains of sand under the skin.</li> <li>• A follicle that is filled with the material, but does not have a microscopic opening to the skin surface is the cause of whiteheads.</li> <li>• The material remains unoxidised and white because the air cannot reach the follicle.</li> </ul>
<b>5. Comedones</b>	<ul style="list-style-type: none"> <li>• Also known as blackheads.</li> <li>• A yellow or blackish bump or plug on the skin is a blackhead.</li> <li>• A worm-like mass of keratinised cells and hardened sebum, appearing mostly on chest, back, shoulder and face.</li> <li>• Blackheads are caused by excess oil that has accumulated in the sebaceous gland's duct (accumulation of dead cells which blocks the mouth of the follicle) which oxidised to form the blackened tip.</li> </ul>
<b>6. Skin tag</b>	<ul style="list-style-type: none"> <li>• Skin tag is also known as acrochordon</li> <li>• It is a fibrous tissue that is like a bead. It stands away from the flat surface of the skin.</li> <li>• They resemble a small piece of soft, hanging skin.</li> <li>• It is bits of flesh-colored or darkly pigmented tissue.</li> <li>• Can be removed by a surgeon.</li> <li>• It occurs mostly on the base of the neck, underarm, eyelids, groin folds, buttock folds and under the breast.</li> </ul>
<b>7. Sebaceous Cyst</b>	<ul style="list-style-type: none"> <li>• It is a subcutaneous tumor of the sebaceous glands (oil producing gland), that ranges from a pea to an orange in size. It consists of Sebum.</li> <li>• This creates a sac that is filled with a yellow fatty substance that can resemble cottage cheese.</li> <li>• It is not cancerous and is generally not a serious condition.</li> <li>• It occurs on the neck, scalp or back.</li> </ul>
<b>8. Prickly heat</b>	<ul style="list-style-type: none"> <li>• An acute, inflammatory disorder of sweat glands (when the sweat gland duct is plugged due to dead skin cells or bacteria).</li> <li>• Seen as small red vesicles with burning and itching sensations on the skin.</li> <li>• The exposure to excessive heat and excess weight is its cause.</li> <li>• Not contagious but do not treat as it may be painful.</li> </ul>
<b>9. Dilated Capillaries</b>	<ul style="list-style-type: none"> <li>• Also known as Broken Capillaries</li> <li>• It results in blocked blood vessels.</li> <li>• The minute thin-walled blood vessels that connect with the smaller arteries and veins are the dilated capillaries</li> <li>• Appear more prominently on the cheeks and nose.</li> <li>• Broken capillaries may turn bluish in color and appear as fine lines. Caused by excessive friction, extremes of heat and cold and poor circulation.</li> <li>• Cosmetic camouflage (concealer, creams and massage) can help to conceal this condition</li> </ul>

<b>10. Naevi (naevus in singular)</b>	<ul style="list-style-type: none"> <li>• Moles- (melanocytic nevus)</li> <li>• An epidermal, benign tumour</li> <li>• Common on all parts of the body, vary in sizes, colour and appearance.</li> <li>• May be flat, raised, or on a stalk.</li> <li>• Raised hairy moles require a Doctor's letter before electrolysis treatment may be given.</li> <li>• Moles are formed by melanocytes.</li> <li>• Most people have between 30 to 40 moles.</li> <li>• Not usually present at birth/but appear in later life. They, occasionally, become malignant (cancerous).</li> <li>• Spider naevus</li> <li>• They are seen as small dilated arteries with radiating vessels (like web), hence named 'spider'. It is noticeable.</li> <li>• It occurs in pregnancy (hormonal changes) and is due to raised level of oestrogen.</li> <li>• In males, it occurs due to cirrhosis of liver (liver disease).</li> <li>• Also common during the process of aging.</li> <li>• It may be caused due to trauma to skin or it can also be caused by injuries, sun exposure.</li> <li>• Removal requires specialized treatment, i.e. advanced beauty treatment using diathermy to cauterize vessels.</li> </ul>
<b>11. Lentigo</b>	<ul style="list-style-type: none"> <li>• The increased deposition of melanin and an increased number of melanocytes leads to a brownish pigmented spot on the skin. It appears more distinct than freckles and has a slightly raised appearance and more scattered melanocytes are in the basal cell layer.</li> <li>• They do not increase in colour density or number on exposure to sunlight.</li> </ul>
<b>12. Vitiligo</b>	<ul style="list-style-type: none"> <li>• Vitiligo is a continual and long term skin problem that produces white depigmentation patches that develop and enlarge only in certain sections of the skin.</li> <li>• A complete loss of color in the skin and hair in areas of the face, limb and body.</li> <li>• Commences as small patches which join up to form fairly large areas.</li> <li>• This condition is prominent on dark skins and the skin around the patches appears hyper-pigmented.</li> <li>• Cause: basal cells no longer produce melanin.</li> <li>• The areas affected are irritated when exposed to UV Light.</li> <li>• It is not very common as only 1% of the population is affected by vitiligo in their skin.</li> <li>• It starts from the age of 20.</li> <li>• Cosmetic camouflage can be used to disguise the affected areas.</li> </ul>
<b>13. Rodent ulcers</b>	<ul style="list-style-type: none"> <li>• An epidermal, malignant tumor of the face (skin cancer)</li> <li>• It arises from basal layer (stratum germinativum) and is soft due to non-production of keratin.</li> <li>• Growth is slow but if ignored will penetrate into deeper tissues including cartilage and bone. It is normally non-pigmented and it spreads slowly.</li> <li>• Main cause is UV light and fair skins suffer more than dark skins.</li> <li>• Occur mainly on face and neck.</li> <li>• Sometimes it occurs due to trauma from an unhealed ulcer.</li> <li>• Treatment: Recommend to doctor. Requires surgery to remove growth.</li> </ul>

<b>14. Squamous cell</b>	<ul style="list-style-type: none"> <li>• Flat cells that look like fish scales.</li> <li>• The word means the scale of fish as is derived from Latin word squama.</li> <li>• An epidermal malignant tumor.</li> <li>• Arises from stratum spinosum and contains keratin which gives it a hard cauliflower like appearance.</li> <li>• It occurs in skin which has become unstable due to chronic inflammation.</li> <li>• If it spreads through the body it can cause death, but is not so common.</li> </ul>
<b>15. Malignant Melanoma</b>	<ul style="list-style-type: none"> <li>• An epidermal malignant tumour.</li> <li>• Most cases are from a pre-existing mole, either pigmented or unpigmented suspicious moles.</li> <li>• That increase in size or pigmentation, bleed or form crusts or have an inflammatory area around mole.</li> <li>• These are very dangerous as they spread rapidly and may cause death.</li> <li>• Around 9 to 12 thousand people are affected by malignant melanoma in UK and it leads to about 2000 deaths annually.</li> <li>• Medical treatment is surgical removal which requires large area of removal of tissue around mol</li> </ul>
<b>16. Portwine stain</b>	<ul style="list-style-type: none"> <li>• Is almost always a birthmark.</li> <li>• A dermal, benign tumour.</li> <li>• It has a smooth surface and is seen as a discoloration of the skin, usually bluish-red.</li> <li>• Caused by dilation of blood capillary.</li> <li>• Usually occurs on scalp and face.</li> <li>• It is fully visible at birth.</li> <li>• Thought to be due to trauma in the womb but cause is not fully known, difficult to remove.</li> <li>• Skin graft is possible but can cause scarring.</li> <li>• Laser therapy successful in some cases. Cosmetic camouflage can be very successful</li> </ul>
<b>17. Strawberry Mark</b>	<ul style="list-style-type: none"> <li>• Appears as a small red dot on skin at birth but the growth usually stops by the age of 1.</li> <li>• It is reddish-purple in color.</li> <li>• Soft to touch and may have several lobes.</li> <li>• Vary in sizes and usually 50% disappear by 5 years of age and more than 90% by about 10 years of age.</li> <li>• They leave a loss in skin elasticity.</li> <li>• Best left alone as they do disappear spontaneously in most cases.</li> <li>• It is caused by immature veins and capillaries that broke away from the circulatory system during fetal development.</li> </ul>

### 3.1.8 The Actions On The Facial, Neck And Shoulder Muscles

#### Muscles

#### Muscles Affected by Massage

The cosmetologists work with the voluntary muscles of the face, neck, hands and arms. It is crucial to identify them and their functions. The direction of pressure in massage is usually performed from the insertion to the origin. Let us now study them in details.

1. **Facial muscles:** These are a group of striated muscles innervated by the facial nerves. These muscles mainly control the facial muscles.

Epicranius or occipitofrontalis refers to the muscles which are broad in nature and cover the top of the skull.

It has two parts:

- The occipitals or back part
- The frontalis or front part

Frontalis helps to raise ones eyebrows, drawing their scalp forward. The wrinkles across the forehead are also caused due to this. Both the occipitals and the frontalis are connected by a tendon



*Fig 3.1.8.1: Massaging the facial muscles*

2. **Muscles of the Eyebrows**

#### Orbicularis oculi

- A ring band of muscles that completely surrounds the margin of the eye socket is Orbicularis oculi muscle. It also helps in blinking
- It produces vertical lines and causes frowning

3. **Muscles of the Nose**

#### Procerus

- Covers the bridge of the nose and the top of nose between eyebrows
- It creates wrinkles across the bridge of the nose by depressing the eyebrows



**Nasalis**

- Nasalis (Compressor top) is a spintcher-like muscle of the nose
- Compresses nose, causing wrinkles

**4. Muscles of the Mouth**

- Quadratus Labil Superioris consists of three parts
- It surrounds the upper part of the lip
- It helps in opening the mouth by lifting the upper lip
- Quadratus labil inferiors surrounds the lower part of the lip
- The lower lip is depressed and is drawn to one side, as in the expression of sarcasm

**Buccinator**

- The thin flat muscle between the upper and lower jaws. It gives shape to the cheek
- Puffs out cheeks when blowing, keeps food in mouth when chewing

**Caninus**

- Caninus lies under the quadrates labil superloris. It raises the angle of the mouth at the corner, as in snarling

**Mentalis**

- Mentalis is situated at the tip of the chin
- Lifts the chin and moves the lower lips outwards, as in doubt or displeasure

**Orbicularis Oris**

- It leads to the formation of flat band around the lower and upper lip
- It closes the mouth, pushes lips forward, as in kissing or whistling

**Risorius**

- Extends in the lower cheek , it joins to the corner of the mouth
- Pulls back angles of the mouth, as in smiling and grinning

**Zygomaticus**

- It extends from the zygomatic bone and continues into the orbicular oris to the angle of the mouth
- It elevates the lip, as in laughing

**Triangular**

- It extends along the side of the chin
- It pulls the corner of the chin down

**5. Muscles of the Ear:** There are three muscles of the ear which do not perform any function. They are:

- **Auricularis posterior:** It is present behind the ear
- **Auricularis anterior:** It is present in front of the ear

**6. Muscles of Mastication**

- **Temporalis and Mastication:** These are muscles that coordinate the opening and closing of the mouth and are referred to as chewing muscles

**7. Muscles of the Neck**

#### **Platysma**

- It is a muscle in front of the throat
- It is a muscle which is broad in nature. It extends from the chest and shoulder muscles to around the mouth
- It pulls down the lower jaw and angles of the mouth, so the expression of sadness will be seen

#### **Sterno-cleido-mastoid**

- It is the largest and most superficial cervical muscles
- On either side of the neck
- It pulls the head down to the shoulder, rotates head to side and pulls chin into chest

#### **Latissimus dorsi**

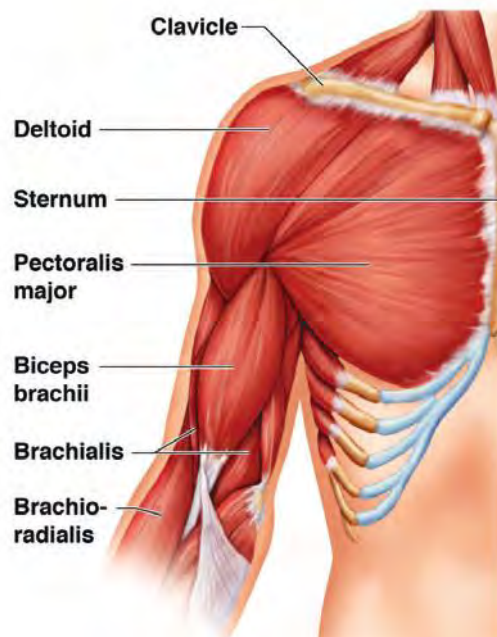
- It covers the upper and middle region of the back, and the back of the neck
- They rotate the shoulder blade and control swinging movement of the arm

#### **Pectoralis major and pectoralis minor**

- Cover the front of the chest
- They help in swinging the arms
- Breathing and raising the arm is done with the help of Serratus anterior

**The principal muscles of the shoulder and upper arm are:**

- **Deltoid** - It is a muscle which is thick, large and triangular in shape. It helps in lifting and turning the arm and covering the shoulder
- **Bicep** - the two-headed and principal muscle, on the front of the upper arm. It helps in turning the palm downward, lifting the forearm and flexing the elbow
- **Tricep** - It is the three-headed muscle of the arm which helps in extending the forearm forward and covering the entire back of the upper arm



*Fig 3.1.8.2: Principal muscles of the shoulder and upper arm*

The fore arm is consists of a series of muscles and strong tendons. The esthetician is concerned with the following:

- **Pronators:** The most important group, to allow the palm to face downward, they help in turning the hand inward
- **Supinators:** It turns the palm upward and hand outward
- **Flexors:** It helps in drawing the hand up, bending the wrist and closing fingers towards forearm
- **Extensors:** In order to form straight line it straightens the wrist, hand and fingers

The hand has many small muscles overlapping from joint to joint, providing its flexibility and strength. When the hands are properly cared for, these muscles will remain supple and graceful.

### 3.1.9 Bones

A Beautician need not be an anatomist, but it is good to have a basic knowledge of the structures upon which she is working. Knowledge of the bones, principle muscles, arteries and nerves is helpful to understand the reason for certain steps required in giving facial treatments.

#### Bones of the Skull

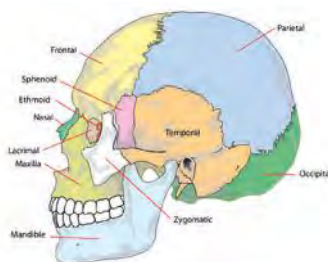
- The skull is the bone of the head.
- It is an oval, bony case that shapes the head and protects the brain.
- The skull is divided into two parts:
  - Cranium
  - Mandible

## Cranium

The cranium consists of eight bones and the facial skeleton consists of fourteen bones.

The eight bones of cranium are:

- 1 ethmoid bone
- 1 frontal bone
- 1 occipital bone
- 2 parietal bones
- 1 sphenoid bone
- 2 temporal bones



*Fig 3.1.9.1: Anatomy of a human skull*

The following bones are involved indirectly in connection with scalp and facial manipulations:

1. **Occipital:** One bone at the back of the skull
2. **Two parietal bones:** They are situated at the back of the head and form the roof of the skull
3. **Frontal:** Frontal bone forms the front of the skull, the forehead and upper eye sockets
4. **Two temporal bones:** Two temporal bones on the sides of the head, around the ears (below the parietal bones). The ethmoid and sphenoid bones are not affected by massage
5. **Ethmoid:**
  - The light and spongy bones between the eye sockets which forms the part of the nasal cavity are Ethmoid bones
  - They are located in the center of the face, behind the nose
6. **Sphenoid**
  - All the bones of the cranium are joined together by Sphenoid bone. It is located behind the orbitals
  - At the base of the skull, wing shaped, forms the temple

## Fourteen Bones of the Face

- Two nasal bones form the bridge of the nose
- Two lacrimal bones are small fragile bones located at the front part of the inner wall of the eye sockets
- Two Zygomatic or malar bones form the cheeks bones
- Two maxillae are the upper jawbones which join to form the whole upper jaw

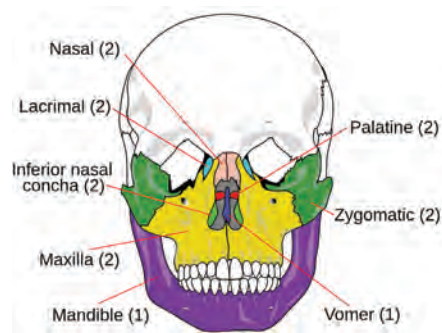


Fig 3.1.9.2: Fourteen facial bones

### Mandible

- The lower jawbone of the face is known as Mandible. It is the strongest and longest bone of the face
- The only moving bone in the face, allowing movement of the mouth for chewing and talking.

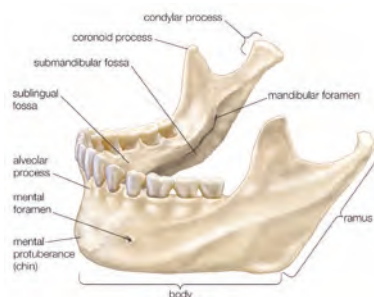


Fig 3.1.9.3: Mandible

## 3.1.10 Bones And Position Of Head And Neck

The bones of the head and neck are essential to support and protect the brain, the sensory organs, nerves and blood vessels from mechanical shocks and injuries.

With the exception of the mandible, all the 22 cranial and facial bones are tightly held together. The brain and special sense organs of vision, hearing, balance, taste and smell are protected by the skull. The muscles of the head and neck are attached to the skull on the outward surface. Important movement like chewing, speech and facial expressions are governed by it. Teeth are rooted deep into sockets in the mandible and maxillary bones. Within the hollow oral and nasal cavities of the skull is the upper portion of digestive and respiratory track.

### Bones of the Neck

The Hyoid bone and Cervical vertebrae are bones of the neck

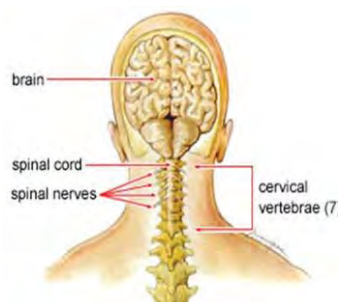


Fig 3.1.10.1: Bones of the neck

### Hyoid bone

- Hyoid bone is also called “Adam’s apple” and is located in the front part of the throat (between chin and thyroid cartilage). It is “U” shaped bone
- It aids tongue movement and swallowing

### Cervical vertebrae

- Cervical vertebrae are found in the neck region and it forms the top part of the spinal column
- It helps to support and balances the head, allows free movement of the head, protecting the spinal cord
- Cervical vertebrae are the thinnest and most delicate bones

The bones of the neck are formed by seven cervical vertebrae, which support the skull and organs of the head. The head is supported and balanced by the first cervical vertebra. The head rotates laterally to the left and the right by the second vertebra. The spinal cord and vertebral arteries are protected by the hollow spaces within the cervical vertebrae. The movement and posture of the head and neck is provided by the muscle attachment sites on the cervical vertebrae.

### Bones of Thorax or chest

- This is an elastic bony cage consisting of the Chest (Thorax), the breast bone, the spine, the ribs and connective cartilage
- It acts as a protective shield for the heart, lungs and other delicate internal organs
- This framework is held in place by 24 ribs; 12 on each side
- Many diseases affect the chest and one of the most common symptoms is chest pain

### Bones of the Shoulder

The shoulder bone is made up of three bones:

- Clavicle (collarbone)
- Scapula (shoulder blade)
- Humerus (upper arm bone) Arm and Hand

**Clavicle:** Each side of the shoulder is made up of one clavicle and one scapula

1. Scapula: The scapula forms the back of the shoulder girdle, positioned on top of the rib cage. It is a flat bone, triangular in shape.

2. Humerus: It is a long bone in the upper arm. The scapula and the two bones of the lower arm are connected by it. They are ulna and radius.
  - Ulna – The large bone which is located on the opposite side of the forearm from the thumb is Ulna. In an adult after development is completed, the diameter of the Ulna becomes half that of the radius.
  - Radius – Radius is the smallest bone of the forearm located on the side of thumb. It allows the hand to pivot at the wrist. These movements are essential to many everyday tasks such as writing, drawing and throwing a ball.

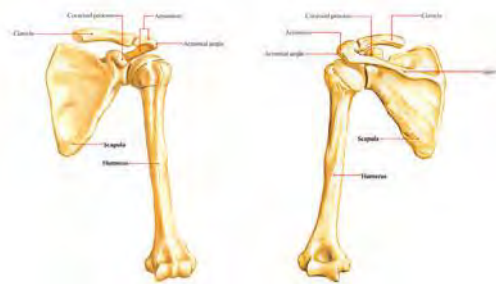
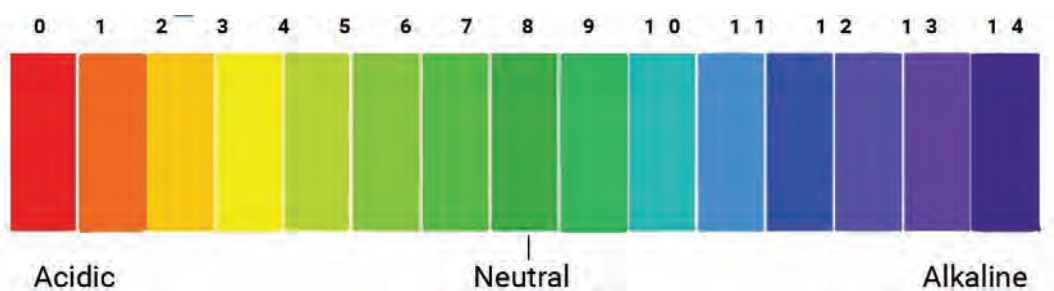


Fig 3.1.10.2: Humerus

3. The wrist or carpus: flexible joint is composed of eight small, irregular bones, held together by ligaments.
4. The palm comprises of five long, slender bones, called metacarpal bones.
5. The fingers or digits contains three phalanges in each finger and two in the thumb, totalling 14 bones

### 3.1.11 The pH Factor

pH stands for Potential of Hydrogen. The skin's natural tendency to fight infection and environmental stress is affected by its pH level. pH determines how acidic or alkaline the skin is. The scale used is 1-14, where 1 is most acidic and 14 is the most alkaline. 7 is the neutral reading. Our skin has a thin protective layer of sebum mantle which is acidic in nature with the Ideal pH being 5.5.



3.1.11.1: pH scale

As we age, the skin becomes more acidic with changes in our lifestyle and environment leading to the breaking of the acid mantle and the skin's ability to protect itself.

### 3.1.12 Skin Care For Every Season

Depending on the skin type the skin care routine needs to be adjusted according to the season. You must assess and evaluate your skin type every season and then decide upon the regimen.

**Winter months:** The skin in the winter months require more than some external protection. Cold weather and lack of moisture can cause cracking, chapping and irritation. The combination of the winter wind and sun can cause serious sunburns and skin conditions such as eczema.

#### Winter care for skin

- Do moisturize: Moisturizer helps protect against the harsh elements. It's best to apply moisturizer directly after a bath or shower to help seal in and replenish the skin with the necessary water and oils.
- Don't forget the sunscreen.
- Don't take long hot showers: While everyone enjoys basking in a long hot shower, the hot water can strip the skin of its natural elements – contributing to dry skin. Instead, use lukewarm water for a shorter period of time.

**Autumn months:** As dry, colder air arrives, skin may lose precious moisture. Autumn also provides an opportunity to recover from the summer toll on the skin left by sun, chlorine and saltwater.

#### Do list for autumn skin

- Do exfoliate and moisturize: It's best to apply moisturizer directly after a bath or shower to help seal in and replenish the skin with the necessary water and oils. Switch from lotion to cream. As the air becomes drier, skin needs a thicker moisturizer. Creams provide a stronger oily barrier to provide hydration.
- Invest in hand cream. Hands often become dry and cracked during the winter. Start moisturizing hands now to ensure soft and healthy hands all winter long.
- Don't forget the sunscreen: Even though the temperatures seem cooler and the days shorter, apply sunscreen before heading to outdoor activities.

**Spring months:** When the weather warms up there are some important things to save skin.

Do know your skin type: Depending on the pigment of skin, the likelihood of burning in the sun can vary and so should the level of sun protection factor (SPF) in sunscreen lotion. and don't forget the sunscreen.

**Summer months:** A tan basically refers to a damaged skin. There is nothing as a healthy tan.

Do use sunscreen daily: No matter what skin type you have or how your body reacts to the sun, you should always wear sunscreen containing at least SPF 30.

Do wear protective clothing: like hats and sunglasses.



## Exercise



1. Which of the following is not the skin layer?
 

a) Epidermis	b) Upper dermis
c) Dermis	d) None of these
  
2. Which of the following is/are types of skin?
 

a) Oily skin	b) Dry skin
c) Sensitive skin	d) All of these
  
3. Which of the following is a thick layer of fibrous and elastic tissue that gives the skin its flexibility and strength?
 

a) Epidermis	b) Dermis
c) Fat layer	d) None of the above
  
4. Anatomy is the study of -
 

a) Structure of human body	b) Animals
c) Beauty	d) Civilisation
  
5. Normal skin is characterized by:
 

a) Grease on the skin	b) Flaky skin
c) Smooth and supple skin	d) Itchy skin
  
6. Skin replaces itself approximately every:
 

a) 10 days	b) 28 days
c) 31 days	d) 45 days
  
7. Blemishes are:
 

a) Skin Marks	b) Eye infections
c) Blackheads	d) Whiteheads
  
8. Some of the key terms when giving basic skin care are:
 

a) Cleanse	b) Moisturise
c) Exfoliate	d) All of the above
  
9. \_\_\_\_\_ helps to support and balances the head and allows free movement of the head
 

a) Hyoid bone	b) Cervical vertebrae
c) Bones of Thorax or chest	d) None of the above
  
10. \_\_\_\_\_ is a vesicle filled with pus and is located under the skin surface.
 

a) Papule	b) Pustule
c) Keloid	d) Cyst

## UNIT 3.2: Basic Facial Treatments

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Maintain safe and effective methods of working when assisting with facial treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out facial treatments
4. Provide aftercare advice
5. Demonstrate the bleaching process and perform facial bleach procedure effectively

### 3.2.1 Introduction

The face is the most important part of the body and we endeavour to keep looking young and healthy. Facial skin changes as we age, with environmental changes and effect of lifestyle. Facial treatments are essential to clean the skin and renew the cells.

### 3.2.2 Different Types Of Packs

Packs are divided in the two categories.

**Setting packs:** Setting packs are those which sets and dries on the skin, they are good tightening packing.

**Non-Setting packs:** These packs are do not dry on skin. They are moist. Remove them after 30 min. When they have absorbed the ingredients, honey is the ingredient which makes the non-setting packs

### 3.2.3 Different Facials For Different Skin Types

Beauty expert Shahnaz Husain advises, "The skin type should be kept in mind while selecting a facial. The Assistant Beauty Therapist analyses the skin and suggests the treatment that's suitable for a particular skin type — oily, dry or combination."

**Normal to dry skin:** To women with normal skin type, a facial massage is provided by using nourishing creams. Moisturizers are also used. If you have normal or dry skin, ideally opt for the classic facial or a plant stem facial.

**Classic facial:** The classic salon facial includes cleansing, toning and massage (done manually or with the help of gadgets), mask and protection coverage. All the areas of the face and the neck are treated according to specific needs.

This facial is done following a specific direction and movement of the fingers. Different strokes and pressures are applied to various areas.

**Duration: 1 hour**



*Fig 3.2.3.1: Classic facial*

**Plant stem cell facial:** This rejuvenates the skin and makes it look younger. The plant cells introduced into the skin through external cosmetic care helps the skin at the cellular level. It activates the process of repair and replacement of dead and damaged skin cells. It stimulates the cellular regeneration process in the skin, reducing the signs of ageing. This facial comprises an exfoliator, cream, mask, serum and an under-eye gel.

**Duration: 1 hour**



*Fig 3.2.3.2: Plant stem cell facial*

**Normal to oily skin:** For those with oily skin, a facial massage with creams or moisturizers is not advised. The facial treatment for oily skin includes deep cleansing with exfoliation, toning, mask and protection. The masks and other procedures help remove excess oils, shrink the pores and make the skin soft and translucent.

**Pearl facial:** This facial is ideal for those with an oily skin. It helps remove tan and brightens the skin. Deep cleansing is done next, to refine the skin. This is followed by a light facial massage with pearl cream and application of a pearl mask. It helps retain moisture and revitalizes the skin. This facial ensures natural lightening of the skin, giving fair and radiant skin with an even colour tone.

**Duration: 1 hour**



*Fig 3.2.3.3: Pearl facial*

**Silver facial:** This facial is done to detoxify and purify your skin. The silver facial consists of a glow scrub, gel; cream and pack that offer dull skin an instant lift. This facial not only restores the natural pH balance of your skin, but also clears the pores and deep cleans to prevent the formation of blackheads. The silver facial revives your skin by giving it the right amount of moisture, and evens out your tone, leaving your skin evidently supple and charming.

**Duration: 40 minutes to 1 hour**

**Combination skin:** Combination skin needs to be treated carefully, since the face has both dry and oily tissues. After cleansing, the dry area of the skin is massaged and the face is toned with a cold compress, using a rose-based skin tonic.

**Platinum facial:** The platinum facial is said to recharge and energize your skin. It influences the skin at the cellular level and helps to ensure the strength of its supportive tissues. It maintains the desired moisture level. It has powerful anti-oxidant effects which protect the skin's youthful properties and impart radiance.

**Duration: 45 minutes to 1 hour**



*Fig 3.2.3.4: Platinum facial*

**Gem therapy:** Gemstone facial therapy utilizes the natural energy of gemstones and helps correct physical, mental and spiritual imbalances. This facial is based on the properties of different types of gems. These stones work as a detoxification and exfoliating aid and slow down the ageing process. The key ingredients contain ash from gems like emerald, ruby and sapphire. The facial restores the ideal skin balance, keeps the skin free from blemishes and helps in the process of cell renewal. The gemstone is ground to a micro-fine powder and applied using vitamin-rich oils and aromatherapy essences that relax the body, and improve skin tone and texture.

**Duration: 1 hour**



*Fig 3.2.3.5: Gem therapy*

### Benefits of a Facial

- Professional cleansing, exfoliating and toning are part of a facial, and hence protect and preserve youthfulness.
- A facial delays the signs of ageing, fine lines and wrinkles and keeps the skin soft and supple.
- Both, the skin and muscles, are toned, which preserves firmness and elasticity.
- It induces relaxation and helps reduce stress and fatigue.
- Improves blood circulation, strengthens the supportive tissues and improves the skin's resilience.
- A facial also helps in lymphatic drainage, which flushes out toxins from your system and purifies the skin.

## 3.2.4 Step-By-Step Facial Process

Following are the steps involved in a facial skin care treatment.

**STEP 1:** Preparation and consultation

**STEP 2:** Check for Contra-Indications

**STEP 3:** Makeup removal

**STEP 4:** Cleansing

**STEP 5:** Tone and refresh

**STEP 6:** Full skin inspection

**STEP 7:** Exfoliate, steam and comedone removal

**STEP 8:** Massage

**STEP 9:** Face mask

**STEP 10:** Soften and smooth and finish the process



*Fig 3.2.4.1: Facial (step-by-step process)*

### 3.2.5 Safe And Effective Methods Of Working

#### The Work Area

1. The treatment room should be setup properly with all products, tools and equipment before a client is brought in.
2. For any treatment remember to be both safe and effective. This means that your work area must always be:
  - **Organised** – Set the trolley up with all required tools. Forget nothing
  - **Easy to reach** – Place everything within easy reach
  - **Hygienic** – Make sure everything is clean and disinfected before use

### 3.2.6 Sterilisation And Cleaning Of Skin Care Tools And Equipment

To prevent skin and eye infections which happen when germs are transferred from one person to the other through towels, dirty surfaces etc., follow the correct hygiene methods.

Steps of Facial	Unhygienic practices
Preparation stage or treatment stage	Going from one to client to another without washing your hands or changing your gloves. Or not washing your hands after going to the toilet during or between treatments.
Comedone extraction	Unsterilized Comedone extractor
Applying a mask	Tightening the skin by applying a mask unclean and un-sterilized mask brush
Putting moisturizer	Scooping the cream from the pot with your fingers in place of a spatula



Fig 3.2.6.1: Steps of facial

- In the facial treatment, both disposable and non-disposable items are used.
- Disposable items such as cotton tissues, orange sticks etc. should be opened only when the treatment begins and disposed of after the treatment is over.
- Non-disposable items need to be prepared and handled carefully.
- Use a spatula to remove skin care products from their containers.

### 3.2.7 Maintaining Hygiene Throughout

Hygiene is needed to be maintained not only at the beginning of the treatment but also throughout the treatment. This includes the personal hygiene of the therapist as well as the tools and equipment.

**Remember:**

- Turn away from the client if you cough or sneeze, after that go and wash your hands
- Use spatulas to remove products from containers do not put your fingers inside
- Used items such as tissues and cotton must be put into a dustbin immediately after the treatment
- It is your responsibility to keep your work area clean and tidy



*Fig 3.2.7.1: Maintaining hygiene throughout beauty treatment*

### 3.2.8 Posture And Positioning While Working

It is foremost important for you to be comfortable while treating a client. Normally, during in a facial treatment the client lies on a comfortable bed.

- Make sure that your client lies in a comfortable position and remains relaxed during the treatment.
- Make sure that you have the correct posture otherwise performing a long treatment can give you physical aches and pains.
- Decide to stand or sit behind the bed. This decision will depend upon the height of the bed or chair you decide to use.
- Make sure to minimize your movements as much as possible while working; keep all the required equipment and tools handy.



*Fig 3.2.8.1: Left liage shows incorrect posture, and right one shows correct posture*



### 3.2.9 Environmental Conditions

**Lighting:** The lighting should be bright and clear for skin inspection but should be adjustable as well to soften it and allow the client to relax.



*Fig 3.2.9.1: Spacious treatment room with ample lighting*

**Ambience:** The aim of any treatment is to make sure that the client relaxes and enjoys the experience. This means that atmosphere or mood in a salon is very important. The right ambience can be created using the right decor, music, pleasant smelling oils and candles.



*Fig 3.2.9.2: Comfortable treatment area*

**Heating and ventilation:** Circulation of fresh air in a salon is a must. To facilitate that one must have an air-conditioning system or air freshening unit installed. In facial care room, good ventilation is essential to prevent damp and humid air. To prevent the drop of body temperature, the client must be covered in some blanket or sheet during facial. The facial room must be warm and inviting.

### 3.2.10 Preparing For Treatment



*Fig 3.2.10.1: Preparing the treatment room*

- Discuss the course of treatment with the client and be open to suggestions.






- Begin by asking the client the reasons for wanting a facial. Ask for the client's name address and other contact details and put that in the report card. Also, ask about the client's home skincare routine and make sure you record it in the record card for future reference.
- Follow up with a skin analysis to identify the skin type, any problems, products used and plan a suitable treatment for the client. Keep the clients informed and make sure she agrees to your plan.
- Remember to set up your treatment room and work area with everything that you will need before you bring your client into the treatment room.

We can divide all the material you will need into three parts.

- The basics, which include the disposable products such as cotton and tissues, the facial bed, trolley, your stool to sit, towels, bed sheets etc.
- The tools such as a magnifying glass, tweezers, blackhead extractors etc.
- The products like the cleaning creams, massage creams, facemasks and other lotions you will need for the treatment.

Let us look at all the things we will need for a facial skin care treatment in detail.

Item	Purpose
<p>Cotton</p> 	<p>Cotton: Cotton squares are needed for removing the cleanser and putting on the toner. Cut them large enough to make sure that you can wrap them around your index and middle finger.</p> <p>Cotton half-moons are needed at the beginning of the treatment to be placed under the eyes to protect the skin when make up its been cleaned.</p> <p>Cotton pads for eyes which are used to cover the eye during inspection with a magnifying lamp or when removing blackheads.</p>
<p>Towels</p> 	<p>Towels can be used to cover the client during the treatment if a blanket is not available. Another towel is needed to place across the client's chest during a facial and a small handkerchief can be used for drying your own hands.</p>
<p>Blankets</p> 	<p>Blankets are needed especially in the winter months to keep the client warm during the treatment.</p>
<p>Tissues</p> 	<p>Tissues are used to blot excess toner or moisturiser. There are also used to cover the tip of an orange stick when removing eye makeup. Make sure to use tissues economically in the salon.</p>

Item	Purpose
Sponge 	A sponge is used to remove the mask from the skin. It is wet in warm water and then used on the skin. However, sponges are prone to gather a load of dirt and bacteria so they need to be cleaned and washed in very hot soapy water and dried thoroughly. Do not forget to sterilise the sponge. You can also use them cotton squares to remove the mask.
Cotton sheets 	Cotton sheets are used to protect the facial bed from marks or spills during a treatment. Do make sure that the cotton sheets are washed after each treatment.
Gown 	This is protective clothing worn by the client to protect her clothes and preserve her modesty.
Headband 	The client is made to wear a headband to prevent her hair from getting in the way of treatment and, also, to protect the client's hair from the products being used.
Sterilizing Jar 	A small jar is filled with a disinfectant solution to keep small metal tools such as tweezers and blackhead extractives. This helps to keep the germ level down. The solution must be changed after each client.
Small bowls 	This can be plastic or metal and are needed to keep cotton, tissues and sometimes the client's jewellery.

The first step for preparing your client for a treatment is having a consultation with the client.

- Questioning and recording information
- Visual analysis
- Manual analysis – this is when you feel the smoothness, softness, firmness and hydration of the client's skin

### 3.2.11 Questioning The Client

During a client consultation, based on their reasons you will decide the type of facial that should be done and the techniques used. Fill the client consultation Card with the information that you get from the client as you question the client.



Fig 3.2.13: Reasons for Asking for Facial Treatment

#### Recording Information

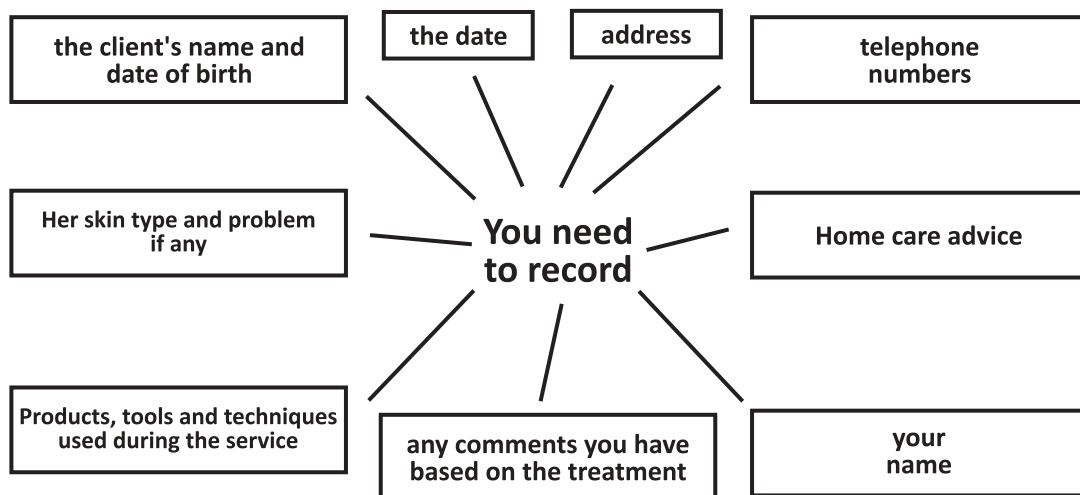


Fig 3.2.11.1: Information that requires Recording

### 3.2.12 Contra-Indications

A contra-indication is a condition like eczema, an unhealed cut, big pimples, rash etc. that makes or could make a treatment difficult or a client unsuitable for a treatment.

#### Working Around Contra-Indications

You can cover the affected area with a cotton pad if it is not possible to avoid treatment.

- Cover the area with a cotton pad
- Cover the area with barrier cream

Some Contra-indications that may be worked around are:

1. Old scar Tissue-more than 6 months
2. Small cuts or bruises
3. Non-infectious conditions like rash

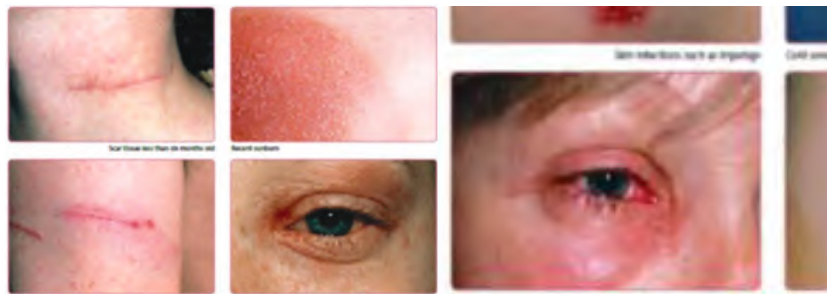


Fig 3.2.12.1: Contra-indications

Skin disorders that may restrict treatment include:

- Eczema
- Psoriasis
- Skin Irritation or Allergy
- Widespread Rashes
- Deep bruising

It is best to completely avoid treatment in these conditions as the use of tools and products could cause an increase in the condition.

### 3.2.13 Preparing The Client

After the client consultation you can get the client ready for the treatment.

- Take the client to the treatment room and ask her to wear a gown removing her clothes from the top half. You can hang her clothes on the hook.
- Now ask the client to remove any jewellery that she is wearing and to put it either in her handbag or you can store it safely. Once the client is ready help her to lie down on the facial bed. Cover her with a blanket or towels and make sure she is warm and comfortable.
- Put a headband around the client's head to protect them. You can also place tissue under the headband to keep it clean. Open the ground and push it down over the shoulders. Place a medium double across the client chest.

### 3.2.14 Facial Equipment, Material And Products

Equipment	Implements and materials	Products
<ol style="list-style-type: none"> <li>1. Facial chair</li> <li>2. Facial steamer</li> <li>3. Magnifying lamp</li> <li>4. Trolley for products and implements</li> <li>5. Trash receptacle</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean sheet or other covering</li> <li>2. Cotton pads</li> <li>3. Cotton swabs &amp; pledgets; gauze</li> <li>4. Headband &amp; head covering</li> <li>5. Salon gown</li> <li>6. Towels</li> <li>7. Spatulas; sponges; tissue</li> <li>8. Blanket</li> <li>9. Gloves</li> </ol>	<ol style="list-style-type: none"> <li>1. Hand sanitizer</li> <li>2. Cleanser and Exfoliator</li> <li>3. Astringent; toner or freshener</li> <li>4. Moisturizer and Massage cream</li> <li>5. Hot towels moistened with aromatic oils and Specialty care products</li> <li>7. Electrical equipment (used as needed)               <ul style="list-style-type: none"> <li>• High frequency</li> <li>• Galvanic, Brushes, Suction, Mister and Microdermabrasion</li> </ul> </li> </ol>



Fig 3.2.14.1: Facial equipment

### 3.2.15 Galvanic Facial Therapy

The galvanic hand piece is used to direct a galvanic current of ions directly into the skin. These positive and negative ions act like a magnet on top of the skin's surface, and will slowly push the product lying on the skin's surface down into the deeper layers.

The skin can then absorb the treatment within seconds and the electric energy also firms up, tones and tightens the skin during the session. Most sessions last for just 10-15 minutes, but are combined with a full facial treatment that can last up to an hour.

Micro current energy has been documented and studied for over a century. Galvanic treatments use very low-frequency impulses so there is no risk of burning or electric shock. The electricity triggers cellular turnover so that any damaged tissues can repair and heal quickly.

Even though the procedure does not injure the tissues, it does 'trick' the cells so that they begin to undergo the healing process. Galvanic facial treatments have a proven track record in Europe, and have been used for decades as an anti-aging solution.

The galvanic gel applied to the skin directly before the treatment is also effective for toning up and brightening up the skin, and can help to calm down inflamed skin while stimulating the tissue as a gentle massage. The micro massage treatments stimulate deep under the skin's surface, so the treated area will not be aggravated in any way.

#### Key Benefits of Galvanic Facial Therapy

Galvanic facial therapy is considered a complete skin reconditioning system and offers benefits for all skin types. It can be used to:

- Heal acne scars, eliminate fine lines, reduce or eliminate wrinkles and gets rid of superficial scars
- Buff and tone up the skin
- Reduce puffy eye bags or the appearance of dark circles
- Tighten up loose skin
- Even out the skin tone

### 3.2.16 Facial Treatment With High Frequency Current

The high frequency facial is used by skin care professionals to help treat and prevent:

- Stubborn acne
- Shrink enlarged pores
- Reduce the appearance of fine lines and wrinkles
- Decongest puffy eyes
- Fade dark eye circles
- Rejuvenate the condition of the scalp
- Nourish hair follicles for healthier hair growth

It is a timeless and essential skin rejuvenating treatment in the skin care industry. It induces renewal of cells and helps improve the better penetration and absorption of skin care products by gently warming the tissues of the skin.

High frequency facial machines and devices (traditionally referred to as "violet rays") vary in design and appearance. However the underlying principle, technology, and operational functions are the same.

Most professional high frequency machines used in spas, salons and medical offices operate at a frequency of 100,000 - 2500, 000+ Hertz (cycles per second). Compact versions of the equipment are also available for personal use.

The safe and gentle oscillating and oxygenating power of high frequency electrical current helps to:

- Enhance blood circulation
- Increase collagen and elastin production
- Eliminate toxins and acne-causing bacteria
- Encourage lymphatic drainage
- Exfoliate dead skin cells
- Improve skin care product absorption

Due to its rapid rate of oscillation, high frequency does not cause muscular contractions. Instead, it works on the principle of skin toning.



*Fig 3.2.16.1: Facial treatment with high frequency current*

### 3.2.17 Carry Out Facial Treatments

A facial treatment is a treat for the skin. It relaxes the client. During a facial, several other smaller treatments are carried out to:

- Cleanse the skin deeply
- Nourish and hydrate the skin
- Improve circulation and relax muscles
- Bring a glow to the skin



*Fig 3.2.17.1: Facial treatment*

After a facial, the client should feel relaxed and her skin should glow.



### Makeup removal

At the beginning of a facial treatment the first thing to do is to remove the make up your client might be wearing.



*Fig 3.2.17.2: Makeup removal*

### Cleansing

The next step is to cleanse the client's face. Based on the skin type choose an appropriate cleanser. Massage movements are used to carry out the cleansing routine.

### Massage Movements

There are five main massage movements.

**Effleurage:** This technique is used mainly for cleansing and has a soothing and relaxing effect.

It is used to join up other movements and is a gentle stroke used at the beginning or end of the treatment.



*Fig 3.2.17.3: Effleurage movement*

**Petrissage:** These movements are circular or kneading movements.

The hands, thumbs, or fingertips are used to apply pressure to the muscles by lifting, rolling and pushing.



*Fig 3.2.17.4: Petrissage movement*



**Tapotement:** In this movement your hands must not leave the client's skin and all movements are to be done lightly. Here light tapping quick pinching or gently slapping is done using the fingers sides.



*Fig 3.2.17.5: Tapotement movement*

**Vibration:** The vibration stroke includes a range of things from which seeking to rhythmic rocking. This is done using the therapists hand and applying constant pressure to the client's body. It can be done with the hand side or the fingertips. This kind of massage movement helps in loosening scar tissue relaxing the muscles and soothing irritated nerves.



*Fig 3.2.17.6: Vibration movement*

**Friction:** Friction massage technique is done using a pointed object or the ball of the thumb of the therapist. It is done in small circular movements and is the pressure massage to penetrate deep tissues. It involves pressing on that issue and rubbing it back and forth.



*Fig 3.2.17.7: Friction movement*

**Tone and refresh:** Clean the client's face twice and use a toning lotion to remove the cleanser and refresh the skin.

**Full skin inspection:** After the senior therapist is done with a detailed inspection of the skin using a magnifying lamp, the therapist will be able to identify the real skin type, any present problems and make a final check for any contra indications. Based on this the rest of the facial will be planned.

You can now decide the products you will use, the kind of face mask and any change in treatment, if needed. Here are some pointers to carry out skin inspection. Make notes in the record card as the inspection happens.

- The products to be used
- The type of face mask
- Need for change of treatment plan

Make sure to record your findings from the skin inspection on the client record card.

Colour of Skin	Any patch of red or other signs of sensitivity Tanned or normal skin
Eyes	Lines around the eyes Dark circles or puffiness around the eyes
Texture of Skin	Soft, slightly rough, rough Flaky or smooth? Thin or thick? Firm or loose?
Muscle tone of skin	Young skin, tight skin Frown lines on forehead Tightness of skin around eyes and mouth
The T-zone	Freckles, blackheads or pores on the T zone
Client Speak	Skin Care routine of client Products she uses Diet and lifestyle of client

**Exfoliate steam and blackhead removal:** After the skin inspection, exfoliate the facial skin using an appropriate exfoliator. Follow this up by steaming the face and neck and removing blackheads from the chin, nose and forehead. Check the full face for any black or white heads and remove them.



*Fig 3.2.17.8: Facial steam before exfoliation*



*Fig 3.2.17.9: Blackhead removal*

**Massage:** The next step is the facial massage. The senior therapist maybe performing the facial massage using the massage movements we have studied earlier.

**Facemask:** This is the final step in the facial skin treatment. Once the massage is over the therapist applies the facemask. Make sure that your client's skin is free of the massage medium (oil or cream) before applying the mask. Make sure to use a mask suitable for your client's skin type.



*Fig 3.2.17.10: Facemask*

**Smooth and soft:** After you take off the mask apply a suitable moisturizer to the client's skin. Leave the client to relax for a couple of minutes after you have finished.

**Finishing Treatment:** Once the treatment is over, offer a mirror so that the client can check if everything is alright. As the client gets ready to leave, ask her if she has enjoyed the treatment. Give the client some tips and advice for home care. Clean your workplace and tidy yet to make it ready for the next treatment.

Complete the client's record card and put the information regarding

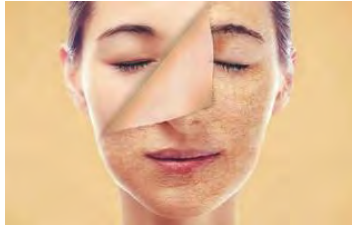
- The treatment you did and the date
- The products used
- The client's comments homecare advice
- Your comments and suggestions for the client

### 3.2.18 Step-By-Step Facial (Pictorial)

Facial is a part of massage therapy which has many steps.

#### **Exfoliation**

- Exfoliation is the process of facial scrubbing.
- This method extracts the dirt particles from the open pores.
- Blackheads and whiteheads are removed.
- It is a simple method that whisks away dead cells from the surface of skin, revealing the plumper, younger looking skin, underneath.
- It also encourages skin to speed up cell production, which means that the cells that reach the surface are younger and better looking.
- The result is a brighter, smoother complexion - no matter what the age or skin type.



*Fig 3.2.18.1: Exfoliation*

### **Skin warming**

- Most skin type benefit from a weekly heat treatment.
- Dry and mature skins must be warmed only once a month.
- Damp heat opens the pores.
- It encourages sweat to flush out ingrained dirt.
- It brings oxygen-rich blood to renew the skin.
- Oil can be put on skin first, since the heat helps oil penetrate more deeply.



*Fig 3.2.18.2: Skin warming*

### **Comedone Extraction**

- It is a popular method of treatment for acne vulgaris.
- Blackheads (open comedones) are extracted using gentle pressure around the pore opening.
- Whiteheads (closed comedones) are extracted by incision with a large needle or a blade.
- It must be performed skilfully to prove beneficial.
- Possible negative effects of the procedure include incomplete extraction, refilling, scarring and tissue damage.



*Fig 3.2.18.3: Comedone extraction*

### Facial massage

- Massage oils are the most common massage medium used by therapists. The best varieties of massage oils is not absorbed by the skin immediately, but are complementary to the skin and has the same characteristics as the skin's own natural oils.
- Massage cream is suitable for clients who need a deeper tissue work and who does not like the greasy feeling of massage oil.
- Massage gel is used for clients who already have a lot of natural oil in their skin.
- Massage lotions work well for smaller areas and quicker service.
- Massage powders are used in Ayurvedic treatments.



*Fig 3.2.18.4: Facial massage*

- **Effleurage** which means "to touch lightly on", is a series of massage strokes used to warm up the muscles during facials. They are used in the beginning consists of soothing, stroking, circular movements with the palm of the hand.
- **Petrissage** are massage movements where deep pressure is applied to compress the underlying muscles. Kneading, wringing, skin rolling and pick-up-and-squeeze are the movements that comprise petrissage. The padded palmar surface of the hand and the surface of the finger and the thumbs are used in this massage.
- **Tapotement is a specific** rhythmic percussion, most frequently administered with the edge of the hand, a cupped hand or the tips of the fingers. It is used to stimulate the nervous system and also release lymphatic build up in the back.

The five types of tapotement include

1. **Beating** - lightly hitting the area with closed fists
2. **Slapping** – using the fingers to gently slap
3. **Hacking** – using the edge of the hand
4. **Tapping** – using just the fingertips
5. **Cupping**- making the hand looks like a cup and gently tapping the area

### Mask application

- A face mask is a stronger version of a face pack.
- It gives visible results.
- The mask chosen must be according to the treatment and the skin type.
- The face mask must be applied in smooth, upward motions.
- The fingertips must be dipped into the face mask using about a quarter-sized amount.
- The face mask must be evenly spread onto the skin.

- One must begin at the upper neck and gently work the way up the face.
- The delicate area of the lip and eye area must be avoided.
- The mask must be allowed to sit for 10-15 minutes.
- While the face mask is sitting on the skin, the client must relax, lay back, and practice deep breathing.
- The mask must be removed using luke warm water.



*Fig 3.2.18.5: Applying mask*

### **Moisturising Application**

- The skin must be moisturized with a good massage.
- The correct application of the moisturizer is necessary for gaining maximum benefit.
- After the correct moisturizer is chosen it must be made sure that it is applied it on a clean and damp skin.
- Dot moisturizer all over the face and blend in thoroughly.
- Then an eye cream or eye gel is applied to moisturize the eye area.
- Starting from the centre of the face apply the moisturizer up and out to give the face a bit of a lift.
- Apply the moisturizer and let it soak in at least 3 minutes.



*Fig 3.2.18.6: Application of moisturiser or moisturizing serum*

### 3.2.19 Leaving The Work Area Clean And Tidy

A tidy salon is a house of professionals. The following should be taken care of to keep the work area neat and tidy:

- Wash all bedding and towels
- Keep all the products and equipment in their place
- Disinfect worktops and trolleys
- Clean all equipment and sterilize all tools Discard the disposables
- Put out new linen on the treatment bed

### 3.2.20 Provide Aftercare Advice

Give the client some advice after the treatment to make sure the benefits of the facial treatment lasts for a longer period

Follow-up advice	Reasons for advice
Allow the skin to relax and do not do anything for the next 12-24 hours, you don't even need to clean it.	It is best time for the skin to relax as it has had an hour- long treatment to deep cleanse and stimulate it.
No Makeup if possible for 12 hours.	To get the full benefit of the treatment avoid makeup as it can clog the skin pores and make the skin dirty.
Do not touch the face unnecessarily especially the blackheads and spots.	Touching can make the skin dirty.
Get the treatment done regularly.	In almost a month the skin renew its layers, so a regular facial is great.
Cleanse tone and moisturize your skin twice a day.	This will keep the skin soft and pores clean.
Use a good moisturizer always.	A good moisturizer protects against dryness and the skin from getting clogged with makeup.
Drink plenty of water and eat a healthy diet with lots of fruits and fresh vegetables.	Water will help to rehydrate dry skin and a good diet will improve the condition of all skin types.
Get plenty of sleep.	During sleep the skin repairs and regenerates.
Use a cream containing a UV-filter (at least SPF 15) to protect skin in the sun.	The sun can age and dry out the skin.

### 3.2.21 Facial Bleaching

Bleach is a chemical procedure designed to camouflage unwanted superfluous growth of hair. Bleach does not remove, cut or melt hair as other beauty procedure such as waxing, threading etc. It only camouflages the hair by changing and lightening hair colour so that it mingles with that of the skin and becomes less visible.

Hairs have a colour pigment called 'melanin' which gives the hair a colour. Bleach penetrates the layer of hair and destroys the colour pigment melanin. As a result, hair becomes transparent and when the light passes through them they appear pale golden. Bleach involves a number of chemicals such as H<sub>2</sub>O<sub>2</sub>



and ammonia therefore we need to be very careful when dealing with clients. Any skin or hair beauty treatment which involves chemicals has to be done only after taking a patch test.



*Fig 3.2.21.1: Facial bleaching*

### 3.2.22 Patch Test

It is essential to take a patch test before any skin or hair treatment that involves chemical in any form. Mix a small quantity of bleaching cream and one or two grains of ammonia and apply it on a small patch of skin.

- Wait for 10 to 15 minutes.
- Keep asking your client about any discomfort such as itching, pain etc.
- In such a case remove bleach immediately with moist cotton and if you see any swelling, redness, rashes etc., rub ice cubes all over and apply Lacto calamine.
- In case of no allergy or problem, you can continue with bleach all over the face and neck.

The ideal time to repeat bleach is at least one month but if your client is young or having soft delicate skin, do not repeat bleach earlier than a month. Try to delay the repetition for two to two and half months for the wellness of the skin.



*Fig 3.2.22.1: Patch test for contact dermatitis*

#### Contra-indications

- Open cuts and wounds
- Acne
- Very sensitive skin
- Prone to allergy



**Things required**

- Head band. Medium and small size towel
- Cleansing milk. Eye pads (tea bags, cucumber slices)
- Cotton pieces (2"x 2")
- Plastic, glass or ceramic bowl, plate along with spatula
- Bleaching cream and Ammonia
- Moisturizer, lacto calamine, ice cubes, chilled water

**Procedure:** Observation and Discussion: While performing the bleaching procedure, we should remember things, such as:

- Age of the client
- Conditions
- Time Gap
- Sit your client, offer her a comfortable chair
- Wrap a head band around her head and cover her clothes with a large size towel

**Cleansing:** Apply and spread cleansing milk all over the neck and face and massage it in upward and outward direction with moist cotton.

**Making the Paste:** Take two to two and half spatula of bleach cream, add approximate quantity of grainy ammonia to the cream, and blend it well.

**Application:** Apply this paste to the upper lip first and then to the rest of the face because upper lip hair is supposed to be coarse and take slightly longer to bleach. Apply it in a uniform neat layer.

**Eye Pads:** Put eye pads to protect the eyes from watering.

Do not leave your client unattended throughout the service. Wait for five to seven minutes for the bleach to process. Remove a little bleach from a few spots on the skin to check the colour of the hair. Reapply it if the result is not satisfactory and wait for another five minutes.

- Re-check: In the same manner after allowing some processing time.
- Removing: Remove bleach with a spatula from all over the face and neck.
- Eye-massage: Rub an ice cube for a few minutes all over the face and neck for relaxation, freshness and to prevent any reaction.
- Covering Cream: Apply moisturizer/ sun screen lotion/ oil. Put a thin layer of Lacto calamine.

### 3.2.23 Benefits Of Bleach

- Instant result: Bleach service gives you instant/quick result within 10 minutes
- Beach camouflages your hair by lightening them
- The complexion also becomes fair, removing the sun tan

### 3.2.24 Disadvantages Of Bleach

Bleach containing chemicals such as ammonia and H<sub>2</sub>O<sub>2</sub>, if misused or frequently used or used for a long time may have certain harmful effects on the skin and hair. To prevent or control these damages one must take proper post bleach care.

- **Dryness:** The chemical may dry the sebum, which in turn may dry up the skin and result in it becoming flaky. This dryness can further lead to many other minor or major skin problems such as skin becoming stretchy and itchy.
- **Texture:** Dryness makes the texture of the skin rough.
- **Wrinkles:** If dryness is not controlled, the skin will start developing fine lines, then cracks and finally wrinkles.
- **Appearance:** The damages caused by over doing of bleach can affect the appearance of skin also. It will look lifeless unpolished. Spots and blemishes/freckles may develop.
- **Accelerates hair growth:** It has been scientifically proven that frequent and prolonged usage of bleach can encourage the growth of unwanted facial hair.

#### Practical

**Practical 1- Cleaning and toning the face;** Perform cleaning and toning on the client's face effectively

**Practical 2- Steam, exfoliation and extraction:** Perform exfoliation and extraction on the client skin effectively

**Practical 3- Facial massage:** Perform the various steps involved in facial massage effectively

**Practical 4- Applying of face mask and moisturiser:** Apply the face mask and moisturiser on client's skin effectively in order to prevent and treat dry skin, protect sensitive skin and improve skin tone and texture

## Exercise

1. Erythema is caused by:
  - a) Infection
  - b) Lack of water
  - c) Acid rain
  - d) Excess of caffeine
2. Facial involves which of the following steps:
  - a) Massage
  - b) Extraction
  - c) Facial Mask
  - d) All of these
3. Benefit of a facial include:
  - a) Improves the skin
  - b) Cures skin problems
  - c) Highlights blemishes and spots
  - d) Both a and c
4. Face steaming can help in:
  - a) Getting clearer skin
  - b) Curing acne
  - c) Both a and b
  - d) None of these
5. Consulting the client before a facial involves
  - a) Understanding the reason a client wants a facial
  - b) Recording the client's contact details and information about her skin and home skin care routine
  - c) Analysing the skin type, identifying any problems and planning a suitable treatment for the client
  - d) All of the above
6. Steaming/warming helps to:
  - a) Soften the skin
  - b) Stimulate blood circulation
  - c) Clear the skin
  - d) All of the above
7. Moisturising is done to:
  - a) To soften and protect the skin's surface.
  - b) To rehydrate the skin.
  - c) To help the application of makeup by providing a smooth base.
  - d) All of the above
8. When applying a face mask you must ensure that:
  - a) The mask is applied evenly all over the face and neck
  - b) You avoid the hairline, eyebrows, eyes and lips
  - c) Do not keep it for more than 10 minutes
  - d) All of the above
9. Extraction means:
  - a) Removal of blackheads and whiteheads
  - b) Removal of blemishes
  - c) Removal of dark circles
  - d) Removal of acne
10. Face masks are applied:
  - a) Towards the end of a facial, after the skin has been cleansed, steamed and massaged.
  - b) At the beginning of the treatment
  - c) After cleansing of face
  - d) Before exfoliation

## UNIT 3.3: Electro-therapy In Facial Treatment

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Evaluate electro-therapy in facial treatment

### 3.3.1 Electro-therapy In Facial Treatment

Facial being a very relaxing and beneficial treatment for the skin is one of the most popular in salons. Most facials make use of the hands, however some also incorporate electrotherapy. Both have their own advantages.

All facials follow the same basic structure and order discussed earlier in the chapter.

In a 'hands-on' facial, no electrotherapy is used. However, a steam machine may be used to open the pores during cleansing. Although a steam machine is a type of electrotherapy machine, it is not considered to be invasive.



*Fig 3.3.1.1: Electro-therapy in facial treatment*

Electrotherapy facials use electric machines. The client might feel a little tingle of the skin which may vary with the skin type. Some electrotherapy facials are:

**Galvanic Facials:** This is a useful therapy to reduce spots and blemishes (normally on oily skin) and to infuse active ingredients deeper in the skin. It uses metal rollers to produce a deep cleansing effect.

**High frequency facial treatments:** This treatment has an antibacterial effect and is used to dry out spots (oily skin). In a direct high frequency facial a glass electrode is passed over gauze placed on the skin. An indirect high frequency facial uses a saturator to draw a moisturising massage medium deeper in to the skin. This is best suited for mature or dry skin types.

**Micro current treatments:** Also known as non-surgical face lift, this type of facial uses a current to lift and tone the facial muscles and also to improve the colour and texture of the skin and soften lines.

Choosing the right equipment and then using them in a safe and appropriate manner in accordance with the client is the key to a successful treatment with instant results. All electrical treatments have many benefits. Some of them are:

- They smoothen the skin and makes it supple
- They help tone the facial muscles and refine the contours of the face
- They increase the lymphatic drainage of the face making it clearer
- They help to relax and rejuvenate the client



*Fig 3.3.1.2: Micro current treatments*

A safe and confident use of electrical equipment is required. The therapist should be thorough with the equipment manual. The only way to be totally safe and competent during treatment is to understand each machine and know its capabilities. This will provide you with the confidence to treat clients in a professional manner, which in turn will instill the client's confidence in your abilities.

### 3.3.2 Galvanic Treatment

In a galvanic treatment a direct current is used. This is different from the normal (alternating current) current used in electrical outlets. Make sure that the client is aware of the procedure being used on her. Assure her that it is needed to move the molecules of the skin.

A Galvanic current machine is used for increasing the product penetration in the skin. It introduces water soluble ingredients in the skin. As the current passes through the tissues and fluids of the skin chemical changes occur by which blemishes and spots are reduced.

Process of a Galvanic Treatment

1. It begins by a skin analysis and based on that an acidic or alkaline solution is applied to skin.
2. Then a metal probe (can be of different shapes, most common roller shape) is connected by a wire to the galvanic.
3. The machine is placed on the skin. Another wire is attached to the client's skin (wrist or arm) to create a closed loop of current so that current flows throughout the body in one direction.
4. The current starts flowing as the machine is turned on. The therapist will move the probe for a few minutes around the client's face.



*Fig 3.3.2.1: Galvanic facial machine*



*Fig 3.3.2.2: Galvanic treatment*

### 3.3.3 High Frequency Current

High frequency is a multi-purpose machine. Excellent results are obtained on most skin types. However, the nature of the frequency makes it a very noisy tool.

High frequency treatments use an alternating current also known as a tesla pulse current for treating acne. It has an antibacterial and a healing impact on the skin.

It helps to dry out very oily skin and thus heal in skin breakouts and cases of acute acne on skin.

The therapist should be very confident with the use of the machine as the noise produced further adds on to the nervousness of the client. The client should be made aware of the process during consultation.

The varied types of electric current have varied effects on the body. Some increases the blood circulation resulting in a warming effect of the skin and muscles. The lymphatic drainage is stimulated by using the equipment in the direction of the nodes, and the nerve endings will be soothed by the heat generated.

High frequency can be used in two ways:

- Indirect – the current flows through the therapist's hands to the client's body as the therapist massages the face of the client. The intensified saturator electrode is held by the client.
- Direct – application is directly on to the skin using an Oudin resonator (glass electrode).

### 3.3.4 Preparing The Skin For Treatment

Make sure the client is in a suitable position for treatment and you are ready to use your chosen electrical equipment. The skin should be cleansed and grease free. It is essential to prepare the skin to be receptive to the electrical treatment you are about to perform.

### 3.3.5 Facial Cleanse and Exfoliation

- Emulsify the product between the hands and begin application
- Apply product to face and neck (the client may wish to have eye pads on)
- When product has dried use light rubbing motions to exfoliate dead skin cells
- Remove remaining product with clean sponges and warm water

### 3.3.6 Application

All High Frequency equipment has the same functionality even though they may vary in their make and appearance. There are mainly two control switches – the on/off switch and the intensity control. The power supply is connected by a mains lead. A flex leads from the unit to the handle, which is used to house the glass electrodes. Depending on the method of application and the area to be treated, there are a variety of electrodes that a therapist can select. It is best to refer to the manufacturer's booklet for greater details.

### 3.3.7 Remember

- Clean the heads of equipment with either warm soapy water and dry thoroughly or wipe with surgical spirit. Be careful when handling the glass head apparatus and store them correctly.
- Within each electrode a small quantity of inert gas is sealed, usually argon. A coloured glow is produced, as the current flows through the gas. The electrodes containing argon produces a blue/violet glow or a red/orange glow for neon.

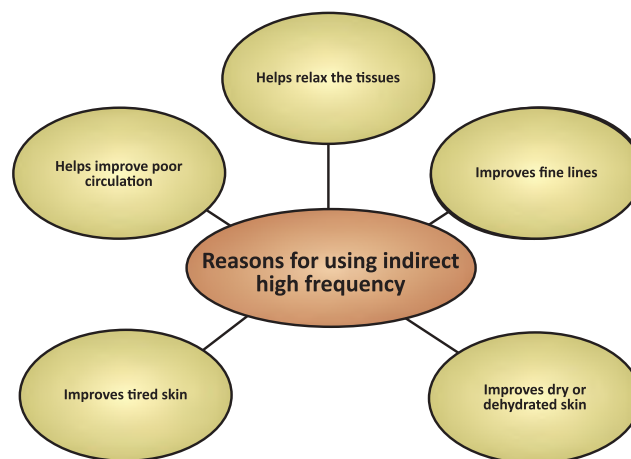


Fig 3.3.7.1: Reasons for using indirect high frequency

- Contra-indications to high-frequency treatments
  - Cuts or abrasions to the skin in the area to be treated
  - Skin diseases or disorders
  - Highly vascular conditions
  - Sensitive skin
- Highly nervous clients.
- Excessive metal in the area.
- Swellings in the area.
- Very hairy areas.
- Sinus blockages.
- Heart conditions.
- Epilepsy or diabetes.
- Circulatory problems.
- Pregnancy.
- Asthmatics.
- Only to be carried out with medical approval.

**Precautions during Indirect High-Frequency Treatment**

- Care should be taken around the hairline as sensation will be increased because hair is a good conductor.
- Contact must not be broken.
- Rings must not be worn by the client on the hand that holds the saturator.
- The client and therapist must not touch any metal conducting material while giving the treatment.
- The intensity of the current in the tissues will be increased when lifting one hand off.
- In the past, talcum powder was used as a medium for good conductivity, but its drying effects are not beneficial for a dry or dehydrated skin. Contact your own professional association for recommendations. Large quantities of talc should not be used as it is believed to have carcinogenic effects on some people, and its use is not recommended near the nose or mouth in case of accidental inhalation, especially if the client has a history of asthma or respiratory problems.
- Care must also be taken with any belts that have metallic buckles that the therapist may be wearing as part of her uniform, or worn by the client if clothing is kept on.
- Try to avoid contact with the couch.

**Remember**

- Indirect high frequency should be used on a dry skin with a suitable massage medium.
- It should be used in place of the normal manual massage.
- The client should hold the saturator with powdered hands.
- The therapist must make contact with the skin before turning on the machine.
- All dials on the high-frequency machine should be set at zero to begin with.
- Do not use tapotement movements – they break skin contact.
- After massage is completed, remove one hand from the client, and turn off machine before removing the other hand.



## Exercise

Answer the following correctly:

1. Skin therapists call a galvanic facial an \_\_\_\_\_
2. Galvanic facial uses current to \_\_\_\_\_ skin cells
3. Galvanic facial is used for a better \_\_\_\_\_ of products
4. High frequency treatments use \_\_\_\_\_ current for treating acne
5. The \_\_\_\_\_ treatment empties the lymph quickly
6. All machines must be stored in a \_\_\_\_\_ environment
7. High Frequency Current can be of two type: \_\_\_\_\_ and \_\_\_\_\_
8. The client should hold the saturator with \_\_\_\_\_
9. Care should be taken around the hairline because \_\_\_\_\_
10. Micro current treatment is also known as \_\_\_\_\_





## 4. Carry Out Basic Removal Services

Unit 4.1 - Removal of Superfluous Hair

Unit 4.2 - Bikini Waxing

Unit 4.3 - Threading



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Explain the structure of hair and its growth pattern
2. Describe the different types of hair removal methods
3. Consult, plan and prepare for hair removal services with client's
4. Demonstrate the correct procedure for carrying out waxing services on a client
5. Provide Intimate waxing services
6. Maintain safe and effective methods of working when providing female and male intimate waxing services
7. Consult, plan and prepare for waxing services with client
8. Remove unwanted hair
9. Provide aftercare advice
10. Perform threading services

## UNIT 4.1: Removal Of Superfluous Hair

### Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the structure of hair and its growth pattern
2. Consult, plan and prepare for hair removal services with client's
3. Remove unwanted hair effectively
4. Provide aftercare advice

### Unit 4.1.1 Introduction

The hair serves the purpose of protecting the skin and providing warmth. The different types of hair are:

- Scalp hair – It keeps in the heat and protects the head.
- Eyelashes – It protects the eyes by preventing particles from falling into the eye.
- Body hair – It protects against heat loss.
- Underarm and pubic hair – It protects the delicate skin and acts as a cushion against the friction caused by movement.

### Unit 4.1.2 Structure Of Hair And Its Growth Cycle

- Hair is made of a tough protein called keratin.
- A hair follicle attaches hair into the skin.
- The hair bulb forms the base of the hair follicle.
- The hair bulb contains living cells which divide and grow to build the hair shaft.
- Blood vessels nourish the cells in the hair bulb, and deliver hormones that modify hair growth and structure at different times of life.
- The growth of hair occurs in three cycles.
- Hair growth is different for different people; the average being one-half inch per month.
- Hair color is created by pigment cells producing melanin in the hair follicle. With aging, pigment cells die, and hair turns gray.

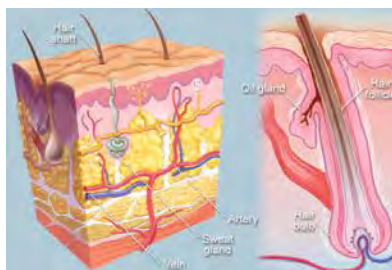


Fig. 4.1.2.1: Structure of hair

### Structure of the Hair and Basic Principles of Hair Growth

While talking about the structure of hair, we need to understand that a hair strand is not just a single entity but a group of items. These comprise:

- Sebaceous gland
- Root
- Connective tissue sheath
- Vitreous membrane
- Outer root sheath
- Cuticle layer
- Inner root sheath
- Hair follicle
- Arrector pili muscle

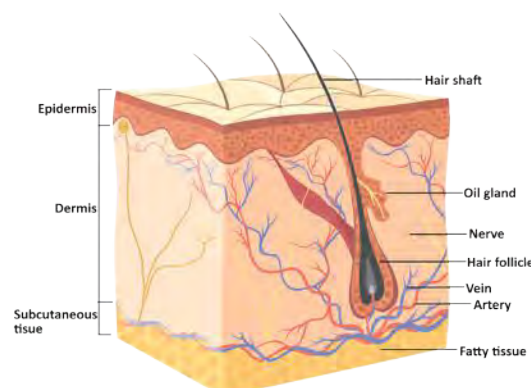


Fig. 4.1.2.2: Structure of hair

### Basic Principles of Hair Growth

There are 3 phases based on which the hair grows. The cycle comprises:

#### 1. Anagen

- This is the growth phase this is the active hair growth phase.
- During this time, the division of hair root is rapid.
- The lasting period of this stage is between 3 and 5 years.

#### 2. Catagen

- This is the intermediate or transitional phase.
- The lasting period of this stage is from 1 to 2 weeks.
- During this period, the hair follicles start preparing for their resting phase, and deeper portions of hair follicles start collapsing.

#### 3. Telogen

- This is the resting phase.
- The lasting period of this stage is between 3 and 4 months.
- This is the resting and shedding period.
- When the period ends, new hairs start growing, and older ones fall out.

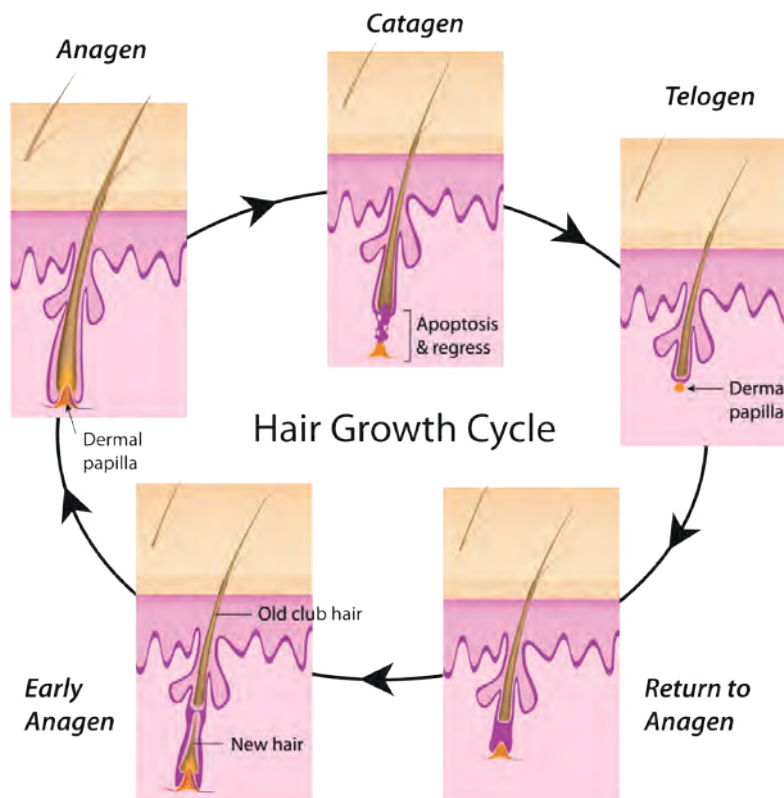


Fig. 4.1.2.3: Basic principles of hair growth

Hair has two parts: the hair follicle and the hair shaft.

#### Hair Follicle

- The word 'follicle' is a Latin word deriving from the word 'folliculus', which means a 'small bag.'
- An important part of skin, hair follicle helps hair growth by packing old cells together.
- Follicle is the only "living" part of the hair.
- The duration of hair growth and rest cycle usually comprises of 5 years.
- The percentage of follicle growing hair is 90% (one time) with an average annual growth of 15 cm or 6 inches.

#### Hair Shaft

We identify hair as a threadlike, slender outgrowth directly from the follicle present on mammal skin. The main composition of hair is keratin with 3 morphological regions. They are:

- **Cortex :** This contains moisture and melanin (natural pigment).
- **Medulla:** This comprises the core of the hair.
- **Cuticle:** This is the hair shaft's outer transparent layer made up of over-lapping keratin cell.


These combine to form the shaft.

- The diameter of a single hair ranges from 0.04 to 0.12 mm.
- The shaft is the hair part that is visible on the skin and is made up of dead cells.
- The hair of lighter colour has a finer texture than red or dark coloured hair.

### 4.1.3 Methods Of Hair Removal- Advantages And Disadvantages

Epilation is the removal of hair from the root. The methods include waxing, sugaring, epilation services, lasers, threading and electric epilation.

Depilation is the removal of hair from the surface of the skin. Shaving and use of hair removal creams are methods of depilation.

Ways of removing hair	Advantages	Disadvantages and effects on waxing
Cutting	<ul style="list-style-type: none"> <li>• Quick</li> <li>• No skill involved</li> <li>• Home Treatment</li> <li>• No pain involved</li> </ul>	<ul style="list-style-type: none"> <li>• Does not last for long</li> <li>• Blunt regrowth, as hair removed only to skin level</li> <li>• Effects on waxing: Ensure that hair is long enough to wax effectively.</li> </ul>
Shaving	<ul style="list-style-type: none"> <li>• Quick</li> <li>• No skill is required</li> <li>• Home Treatment</li> <li>• It is not painful</li> <li>• Less expensive equipments are used</li> </ul>	<ul style="list-style-type: none"> <li>• Does not suit all types of skin</li> <li>• Blunt regrowth</li> <li>• Skin can get damaged</li> <li>• Unhygienic</li> <li>• Short term only</li> <li>• Only removes surface part of the hair</li> <li>• Effects on waxing: Ensure that hair is long enough to wax effectively.</li> </ul>
Tweezing	<ul style="list-style-type: none"> <li>• Precise</li> <li>• Ideal for small areas, i.e., on the face</li> <li>• Equipment cheap to purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Only suitable for small areas</li> <li>• Skin can get damaged</li> <li>• Can cause hair breakage</li> <li>• It is not time effective</li> <li>• Not ideal as a DIY treatment for client's who wear glasses</li> <li>• Effects on waxing: Can distort the hair follicle, which may cause the hair to twist and grow inwards. Also, for the clients who wish to have epilation done in the future, the hair follicle where the needle is inserted can become distorted; thus rendering epilation as an unsuitable treatment.</li> </ul>
Threading	<ul style="list-style-type: none"> <li>• Cheap</li> <li>• No electrical equipment needed</li> <li>• Suitable for Mediterranean and Asian client's as this is a common method use for many years in Asian countries</li> <li>• As effective as tweezing</li> </ul>	<ul style="list-style-type: none"> <li>• Skill needed to apply</li> <li>• Possible breakage of hair</li> <li>• Effects on waxing: Possible distortion of hair follicle, which may mean that the area is unsuitable for epilation</li> </ul> 



Abrasives (mitts/ pumice stone)	<ul style="list-style-type: none"> <li>• No skill needed</li> <li>• No specialist equipment needed</li> <li>• Improves the texture of skin by removing the dead skin cells</li> <li>• Not expensive and can be used at home</li> </ul>	<ul style="list-style-type: none"> <li>• Can cause hair breakage</li> <li>• Hair is not removed from the roots but from the surface of the skin</li> <li>• Could result in skin damage</li> <li>• Not terribly effective on strong dark hair growth</li> <li>• Effects on waxing: Waxing should not be undertaken directly after using an abrasive glove as the skin could be sensitised. Also the hair should be of a similar length for the treatment to be effective.</li> </ul>
Electrical appliances (e.g. electrical razors)	<ul style="list-style-type: none"> <li>• No skill needed</li> <li>• Reusable</li> <li>• Ideal for home use</li> <li>• Clean and quick</li> </ul>	<ul style="list-style-type: none"> <li>• Only removes surface hair</li> <li>• May damage the skin</li> <li>• Some can be expensive</li> <li>• Regrowth produced is blunt and growth stubble</li> <li>• Effects on waxing: Waxing should only be undertaken if the hair is of the correct length. The use of electric razor gives the same effect as shaving i.e. the hair is just cut off at skin level, whereas an epilator removes the hair from the root. As with all waxing treatments, the result will depend on the length and the stage of hair growth</li> </ul>
Depilatory creams	<ul style="list-style-type: none"> <li>• Cheap</li> <li>• Quick</li> <li>• Ideal for home use</li> <li>• No skill required</li> </ul>	<ul style="list-style-type: none"> <li>• Dissolve hair by using a chemical reaction at skin level. Some products have an unpleasant fragrance</li> <li>• Not suitable for allergy prone or sensitive client's always carry out a patch test prior to us</li> </ul>
Laser treatments (including intense pulsed light)	<ul style="list-style-type: none"> <li>• Can be used for a large or small areas</li> <li>• Precise application</li> <li>• Suitable for most skin types</li> </ul>	<ul style="list-style-type: none"> <li>• Costly</li> <li>• Specialist treatment</li> <li>• More than one treatment may be required</li> <li>• Can be painful</li> <li>• Effects on waxing: If a client is undergoing laser treatment on an area, no other method should be used while the course of treatment is being carried out, as it can affect the treatment and the skin can become over sensitized</li> </ul>

Epilation	<ul style="list-style-type: none"> <li>• Precise application</li> <li>• Salon treatment</li> <li>• More than one method available to suit client requirement</li> </ul>	<ul style="list-style-type: none"> <li>• More than one treatment required</li> <li>• Not suitable for client with needle phobia</li> <li>• Not costly to clear a large area</li> <li>• Effects on waxing: Waxing could be used on a client at the commencement of the treatment to attempt to pull all the hair into the first stage of hair growth (anagen) to speed up the treatment process</li> </ul>
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## Equipment and Products used for Waxing

### Before the Treatment

Pre Waxing products are designed to prepare, cleanse and condition the skin prior to waxing. There are many pre waxing lotions available in the market. They ensure that the waxing treatment is less painful, faster and more effective.

It cleanses skin oil; build up from other products, bacteria, sweat and dust. If this step is skipped then there are chances that a thorough hair removal may not be achieved because of previous oils, creams, infections or rashes. It is recommended irrespective of skin type if one is using waxing strips or soft wax.

The ingredients of pre wax products usually are Iso Propyl Alcohol, Propylene Glycol, Methyl Paraben, Water, and Colour & Perfume. Before waxing, the products are initially applied to the inside of the practitioner's wrist to test the temperature of the wax.

It is then tested on the client in the area to be treated. It is recommended that a patch test be conducted correctly on a suitable area of skin at least 24 hours prior to the client's first waxing service.

### Equipment Required

Before starting the procedure, the trolley needs to be prepared with the following equipment and materials:

Wax products



After wax lotion



Talcum powder



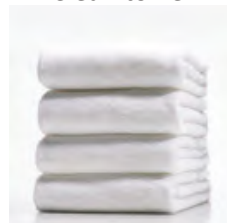
Gloves



Cleansing gel or lotion



Clean towel



Wax strips made from fabric or bonded fibres



Cotton wool



Disposable spatula or applicator



Cold lacto calamine



A pair of small scissors



Ice



After wax oil



Gel



Wax Heater



Thread



#### 4.1.4 Environmental Conditions

The treatment room must be set up properly.

- The client must be comfortable while changing.
- The room must be well ventilated.
- There should be adequate light.
- The light, however, must not be too bright for the client's comfort.
- The client must be offered privacy.
- The waxing cubicle must not be accessible to all.

#### 4.1.5 Preparation Of The Working Area

Waste disposable, maintaining the comfort of the waxing cubicle and prevention of spread of disease is of vital importance.

- All used wax strips must be thrown into the bin.
- Industrial gloves must be worn before emptying the bins.
- The contra-indications must be checked before the start of the treatment.
- The professional code of ethics must be followed.

A very poor impression is created if the treatment area is not prepared prior to treatment. Following are parameters to be kept in mind while readying the treatment room.

- The couch must be covered with a disposable covering to prevent cross infection.
- There should not be any spillage or residue on the couch.

- Bins with inner lining must be placed close at hand.
- All required equipment must be placed in a trolley.
- Anti-septic cleaner must be used on the skin.
- The strips chosen must be compatible with the kind of wax being used.
- Disposable gloves must be worn while doing the treatment.
- Sterilized tweezers and scissors must be ready for use.

After wax lotion must be kept ready.

The client might be given a leaflet on after wax care.

### 4.1.6 Personal Protective Equipment

Personal Protection Equipment

- Apron made of plastic must be worn over the uniform.
- Single use gloves must be used during each waxing session.
- Avoid jewellery while doing waxing.

### 4.1.7 Consult, Plan And Prepare For Waxing Services With Clients

**Consultation Techniques**

- The client must be professionally briefed before the start of the treatment.
- Treatment must be carried out in private.
- Client must feel comfortable to ask questions.

**Conducting Skin Sensitivity Test**

- Patch test must be conducted before the start of the treatment. Written approval from the client must be taken before beginning a treatment.
- The sensitivity test should be carried out on forearm as this is hair-free, clean and dry.
- The test must be carried out 24 hours before the treatment. The client requires visiting the salon before the final treatment. Being an Assistant Beauty Therapist, it is necessary for you to record the result on the client record card.
- Before applying the wax to the client's forearm, test it on yourself for correct temperature.
- Note the immediate reaction on the skin after removing the wax.
- The client must be told to observe the result for the next 24-48 hours. If he/she finds any redness, swelling, irritation then it would mean that the client is allergic to wax and cannot go ahead with the treatment.
- Tactfully convey to the client that he/she is not suitable for waxing treatment, if there is any adverse reaction after patch test.

**Contra-Indications to Treatment**

- Ensure that the area is free from contra-indication before beginning any waxing treatment.

**General contra-indications:**

- Recent scar tissue
- Hypersensitive skin
- Cuts or abrasions
- Bruising in or around the area to be treated
- Allergy to any products you will be using (such as rosin, found in sticking plasters and wax)
- Blood diseases (HIV, hepatitis)
- Use of skin-thinning drugs such as Retin A or Accutane
- Diabetes
- Defective circulation
- Inflamed or aggravated skin
- Some conditions, such as moles, infected in growing hair and skin tags, will mean the treatment may need adapting to and you would avoid the area

### 4.1.8 Client Records

- Each and every detail of the client must be recorded.
- Written permission must be taken before the treatment.
- Patch test must be done.
- Procedures must be explained to the client.
- Contra- actions. Reactions, client preferences and products sold must be noted.
- The record card must be filled with good handwriting.

### 4.1.9 Preparing The Client For Treatment

- The client must be asked to take a bath before the treatment, or else provide with personal wipes.
- Exfoliant treatment must be taken while taking a shower. It must be used on the area to be waxed, few days before the appointment.
- Inform the client not to use any other form of hair removal before the treatment like shaving cream etc. as it will be difficult to perform waxing if the hair is not long enough to carry out waxing.
- Request the client to wear clean undergarments and a cotton T-shirt if they want their back to be waxed so that the area is not too sweaty before the treatment.
- The client can speak to their doctor about any anti-allergy medication if their skin gets irritated by normal waxing.

### 4.1.10 Maintaining Client Modesty

- The client's modesty must be guarded.
- The client must feel comfortable.
- A hand towel must be offered to place over the client's lap.
- The client must be offered a separate room to undress.
- The treatment area must not be accessible to all

### 4.1.11 Remove Unwanted Hair



Fig 4.1.11.1: Equipment to remove unwanted hair

#### Procedure:

1. Set up the trolley.
2. Set up the service station.
3. Drape the client with a salon gown.
4. The wax is heated before bringing the client to the workstation.
5. Powder is applied on the area to be waxed.
6. Inquire the temperature of the wax.
7. The wax is applied with a spatula according to the direction of the hair growth.
8. The wax strips are placed and pulled in the opposite direction.
9. Repeat the same process, until the hair is removed.
10. The waxed place is wiped with the cold water.
11. The excess water is removed.
12. Apply moisturizer and give good massage.

#### Cold Wax

Cold Wax is much easier to use as compared to hot waxing method. Cold wax strips are available in various shapes and size. It can be used for removing hair from eyebrow to legs. It is observed that cold waxing method is less painful but for best results, application of cold wax strips should be conducted repeatedly. Repeated application of strips might cause painful red bumps, skin irritation and problem of ingrown hairs.

#### Steps by Step Process of Waxing



Apply wax with an applicator



Press the wax strip firmly above the wax and rib it firmly



Remove the strip in one grow from the opposite direction if the hair growth



Dispose the used waxed strip





Use after wax oil or cooling gel



Apply the cooling gel by patting it on the skin

#### 4.1.12 Finishing The Treatment

- All stray hair must be removed with tweezers once you are done with waxing.
- Provide the client with a mirror and ask them to check the area. Ensure that the client is happy with the result.
- After the treatment apply after-wax lotion on the body.
- Leave the treatment room while the client is getting dressed.
- Return and talk about immediate and long-term aftercare.



*Fig 4.1.12.1: Tweezing miniscule hair and wiping of the dead skin cells*

### 4.1.13 Ensuring The Treatment Is Cost Effective And Minimising Wastage

- Fold a tissue in your hand which is free and hold it underneath the hand which is holding the spatula in order to avoid the dripping of wax on the floor.
- Use a plastic protective apron as they can be disposed off.
- Put all the waste in the bin straight away.

### 4.1.14 Provide After Advice

- Keep the skin clean for 24 hours after the treatment.
- Wash hands and then apply any soothing or antiseptic cream and avoid touching the area with unclean hands.
- Avoid using any fragranced deodorants, sprays, or powders.
- Avoid taking hot or bubble shower as it can cause irritation.
- Avoid going to gym or any kind of workouts or sports for 24 hours as it would increase perspiration in the area.
- Avoid wearing dirty cloths. Wear cotton clothes in order to avoid irritation.

#### Practical

The trainees are asked to perform wax treatment effectively.



Click/Scan this QR Code to access the related video

## Exercise

1. Which of the following is a depilation process?  
 a) Tweezing                      b) Waxing                      c) Sugaring                      d) All of these
2. What is the first step of using an epilator?  
 a) Taking bath                      b) Putting talc                      c) Putting cream                      d) Using scrubber
3. Before waxing, check:  
 a) The direction of the hair growth                      b) Allergic reactions of the skin to waxing  
 c) Wax temperature                      d) All of these
4. Tweezers work best on:  
 a) Eyebrows                      b) Upper lips                      c) Underarms                      d) Forehead
5. Aftercare for underarm wax includes:  
 a) Soothe area, apply deodorant                      b) Soothe area, avoid deodorant for 24 hours  
 c) Soothe area, avoid deodorant for 1 hour                      d) Soothe area, avoid deodorant for the rest of the day
6. What action should you take if the hair in the area being treated is not removed?  
 a) Re-wax the area immediately                      b) Tweeze the remaining hair  
 c) Use a depilatory cream on the area  
 d) Increase the temperature of the wax before reapplying
7. What is the approximate working temperature of hot wax?  
 a) 43C                      b) 50C                      c) 68C                      d) 72C
8. How should hot wax be applied?  
 a) In the direction of the hair growth                      b) Against the hair growth  
 c) In any direction                      d) In both directions
9. What is the reason for using powder during hot wax treatment?  
 a) To clean the area to be treated                      b) To avoid bruising the skin  
 c) To close the pores                      d) To lift the hair away from the skin
10. Which of the following may be a cause of ingrowing hair:  
 a) Waxing/sugaring when hair is too long                      b) Incorrect waxing technique  
 c) Waxing/sugaring when hair is too short  
 d) Poor preparation of area to be waxed/sugared

## UNIT 4.2: Bikini Waxing

### Unit Objectives

At the end of this unit, participant will be able to:

1. Plan ways to seek additional information, on lost property
2. Demonstrate how to record details of the lost property

### 4.2.1 Perform Bikini Waxing

This refers to the complete removal of pubic hair.

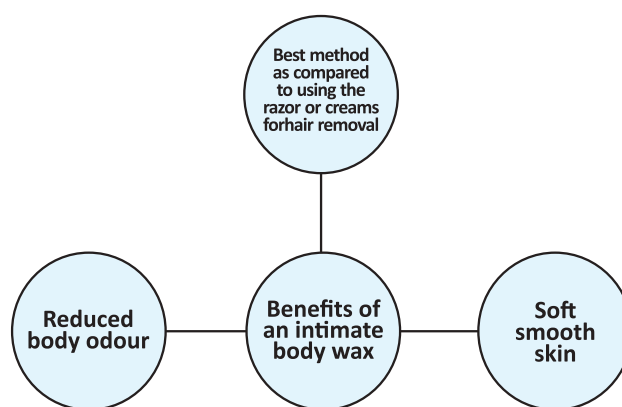


Fig 4.2.1.1: Benefits of body waxing

### 4.2.2 Waxes Specifically For Intimate Waxing

There are many different kinds of wax to choose from, however, one has to select one for intimate area waxing.

Hot Wax	Skin Type	Benefits
Hot film wax	Normal Skin Normal skin to coarse hair	An all-purpose wax, it contains plasticides, which ensures that it does not become dry and brittle during treatment.
Chocolate hot film wax	Dry/normal/sensitive skin Normal to coarse hair	A chocolate hot film wax specially formulated for client's rough, dry or mature skin as it contains cocoa butter to soothe and moisturize the skin. The addition of plasticisers makes it highly flexible, reducing the client's discomfort and making it easier for the therapist to work with.
Brazilian hot wax	Normal/sensitive skin fine Normal/coarse hair	It is particularly formulated for work on areas where dense stubborn hair growth is found.

Hot Wax	Skin Type	Benefits
Wax for men Warm wax	Normal skin Coarse hair	A strong masculine looking wax based on colophonium/ glyceryl rosinat formulation top ensure the successful removal of men's hair growth. It can be used on all areas of the body.
Wax for men Hot wax	Normal skin Coarse hair	An all-purpose wax, particularly formulated for work on areas that have dense , curly or stubborn hair growth.

### 4.2.3 Sugaring

The process of hair removal using sugar paste is called sugaring. This method has been used for centuries all over the world. Women prefer this method as it is less painful compared to waxing.

The ingredients are sugar, water and citric acid oil. The recipe of this concoction remains a secret. It is used like normal wax either as a paste or a strip.

#### Varieties of sugar paste

1. Soft paste: It is ready to use, works best with strips.
2. Very soft paste: Similar to soft paste. Works best when a therapist has cold hands.
3. Firm paste: Works well in very hot weather and might need to be heated. Does not work very well with strips and must be used as a paste.
4. Hard paste: Needs to be heated for a few minutes. Does not work well with strips

### 4.2.4 Hazards Of Sugaring

Sugaring is essentially harmless as it is made up of natural ingredients. Care should be taken when the paste is heated, to avoid burns. In case the sugar paste is ingested, seek medical help.

- Sugaring treatment must be done only by expert therapists.
- To keep the paste effective for long, store in a cool, dry place. Avoid overheating and keep the container air tight.

#### Safety precautions while sugaring

- Tissues must be kept to catch the dripping sugar paste, if required.
- The paste must not be overheated or kept near flammable material.
- The heating port, wires and plugs must be in good working order.
- Before the treatment, the entire process must be explained to the client.
- A gown and towel must be used to protect the client's clothes.
- The client must be comfortable with the temperature of the paste.
- Everything must be cleaned and sterilized before the next use.
- The paste must be stored in an air-tight container after use.
- Home care advice must be given to the client.

### 4.2.5 Benefits And Effects of Sugaring

- Very effective in hair removal in sensitive areas.
- Works well for people not too comfortable with high temperatures of wax.
- Easy to wipe, water soluble, does not stick to skin.
- Very short hair can also be removed.
- Good for removal of facial hair.

### 4.2.6 Female Intimate Waxing

Intimate waxing involves removing hair from pubic region, which can start from bikini shape to complete hair removal.

There are four shapes for intimate waxing.

#### **Bikini Wax:**



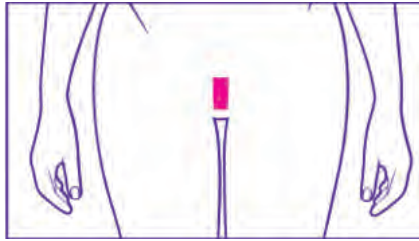
A standard bikini wax is a basic shaping of pubic hair into a neat upside-down triangle shape to the edge of the panty line.

#### **Extended Bikini Wax**



An extended bikini wax takes the sides of the bikini line deeper than a regular bikini wax leaving a more defined triangle with narrower edges.

### Brazilian Wax



A Brazilian wax takes away all the hair off the bikini line leaving a small strip on the front. Hair is removed from the front all the way round to the bottom area.

### Hollywood Wax



The Hollywood wax removes all hair from the front, round to the bottom – complete hair removal.

### Important waxing tips to be followed:

- The position apt for intimate waxing is lying flat. This makes the underneath tissue to be firm and taut. Hence, the process becomes more comfortable.
- Don't let the client feel embarrassed. Cover the area with a towel to preserve client modesty.
- During the treatment, cover the area that is being not treated at that time. Only expose the area whose treatment is in process.
- A successful treatment calls for your comfort as well as client hygiene.

### Process of Waxing

- Work in small sections. Apply thick wax and coat it well. Make sure that you can quickly remove the area.
- After wax application, request the client to stretch the area. The non-dominant hand should be above the hairy region.
- Place the dominant hand in front of the wax. Now, grasp the lip gently but firmly and pull the strip quickly.
- Ensure keeping the skin taut. This should be from every angle (triangle formation).
- As per the requirement, ask the client to movement in various directions. Also, you can request your client to pull their knee or be in all four, keeping the anus taut.

### 4.2.7 Suitable Homecare Products

- The client must be exfoliating the treated area over the next few days to avoid ingrown hair.
- It must be stressed that the area must be treated carefully as it is sensitive.
- Products containing AHA as it thins the hair.
- Hot showers and baths must be avoided for that day.
- The area must be kept clean.
- Ice compress should be used.
- Wear loose clothes for a day to allow air circulation.
- A follow-up appointment must be made after a month.

#### Contra Actions

If the client has thick pubic hair growth, the client may get a strong erythema and the hair follicles may bleed during the treatment. Do not re-wax any area that bleeds. The tissue or cotton that is used to clean the area should be disposed of properly to prevent infection. Use gloves on your hands when cleaning or touching the bleeding area. Dispose of spatulas if blood spotting occurs. Make sure to dispose all contaminated waste including tissues.

Different people may suffer from different reactions to intimate waxing:

- Erythema
- Blood spots
- Abrasions on the skin or broken hairs
- Bruises or burns
- Allergic reactions
- Burnt skin – if the wax is too hot

If there is a bruise or a burn, tell the client and advise them on how it will heal. As the genital area is sensitive, it may be a little difficult for the client in case of a burn or a bruise, so help the client understand how to take care of it immediately and in the long term, which is important for healing.



## Exercise

1. The treatment benefits of waxing treatment includes the elimination of:  
a) Rough skin                                      b) Dirty skin  
c) Post shaving itch                              d) All of the above
2. Which one of the following is considered safe while sugaring?  
a) Having folded tissues                              b) Heating the wax near flammable objects  
c) Overheating paste                              d) Leaving the paste unattended
3. Waxing intimate areas might lead to:  
a) Erythema                                      b) Blood spots  
c) Burns                                      d) All of the above
4. After waxing a client should:  
a) Take a warm bath                              b) Wear tight clothes  
c) Keep the area clean                              d) Should not exfoliate till hair grows back

## UNIT 4.3: Threading

### Unit Objectives

At the end of this unit, participant will be able to:

1. Demonstrate threading
2. Practise steps to remove unwanted hair by using threading

### 4.3.1 Threading

Threading is a temporary hair removal technique. It pulls off the unwanted hair from its follicle. It is a painful process but gives very precise results. It has no harmful chemicals involved. Suits even sensitive skin.

It is used mostly on:

- Eyebrows
- Upper lips
- Lower lips
- Cheeks
- Chin
- Sides of face
- Forehead

Products, Materials, Tools and Equipment for Threading

The following are the tools used in threading

- Thread
- Talcum powder
- Ice
- Cooling Gel
- Mascara brush
- Tissue
- Eyebrow pencil

Different shapes of Eyebrows: Shown below are some of the common shapes of eyebrows.



Fig 4.3.1.1: Different shapes of eyebrows

- Round
- Square
- Oval
- Long oval
- Diamond
- Heart

### 4.3.2 Threading Techniques






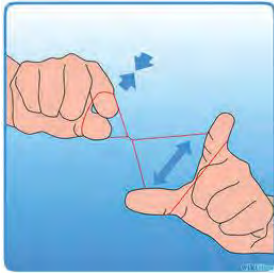
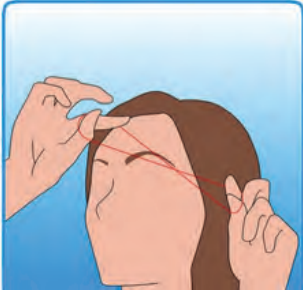
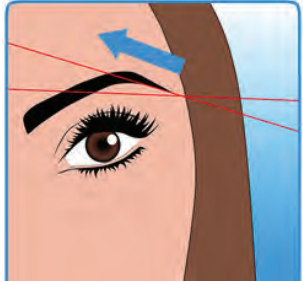
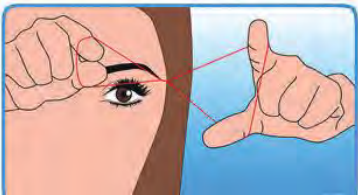

Fig 4.3.2.1: Threading

#### Threading Eyebrows

- Threading is an extremely old skill.
- It involves using a piece of thread to remove the hair.
- It is important to keep the length of the eyebrows.

Steps to be followed for Threading:

<p>For threading, one requires a piece of thread, a pencil to draw in your desired eyebrow shape, and some ice or cold water to numb the area.</p>	
<p>The section of the thread is held with a knot in one hand, and the opposite section is held with the other hand.</p>	

<p>The hand is twisted without the knot five or six times, while the other section of the thread is held tightly (this is to avoid getting the knot in the middle of the thread). The thread should have an infinity or hourglass shape.</p>	
<p>One must practice opening one hand, while closing the other at the same time. The twisting the thread in the middle is what will remove the hair. Practising the scissor motion will help.</p>	
<p>Hold the hands so your fingers are facing away from the face, and position them over one eyebrow.</p>	
<p>The triangle of the thread is so placed that the hair that is to be plucked is within the thread. The threading must be done against the direction the hair growth. So, the point of the triangle must be moved opposite the direction of the hair growth.</p>	
<p>The hand is closed controlling the triangle around the hair, as the other hand is opened. It must be made sure that the thread is still touching the skin, and quickly opposite motion (scissors) must be made.</p>	
<p>One must keep practising at threading. It takes a lot of practice to be able to do it well.</p>	

### Traditional Hand and Mouth Threading

- Take a thread and grab its end with your teeth (molars).
- Create a loop "cat's cradle" by placing your thumb, middle finger and forefinger. It can be done by twisting the thread with your dominant hand, holding one end with your teeth and the other end with the fingers of your non-dominant hand.
- Make a knot with 5 - 6 twists.
- Rest of the process is similar to the previously described threading process (Step 5 – 8).



*Fig 4.3.2.2: Hand and mouth threading technique*

### Upper Lip Threading

- Take 2 feet long (nearly) cotton thread.
- Create a loop by holding the thread's one end with your hand and the other end with your teeth (molars).
- Make a knot with 9 -10 twists.
- Dab some talcum powder on the client's upper lip to remove oiliness.
- Placing the thread on the client's upper lip, start wounding it like a scissor.
- Ask the client to place their tongue beneath their upper lip to tighten the skin.
- Ensure that the wound up portion of the thread is holding the upper lip hair.
- Move the hair back and forth to pluck the hair.
- Once the threading process is complete, massage the area with an astringent or a soothing lotion.



*Fig 4.3.2.3: Upper lip threading*

## Exercise

Select the correct answer.

1. Which of the following is the step of eyebrow filling?  
 a) Select your filler                                      b) Create the shape                                      c) Threading
2. \_\_\_\_\_ is a temporary hair removal method.  
 a) Tweezing                                      b) Threading                                      c) Depilatory
3. Threading is also known as:  
 a) Banding                                      b) Stitching                                      c) None of the above
4. \_\_\_\_\_ thread is used for threading.  
 a) Twine                                      b) Cotton                                      c) Polyester
5. \_\_\_\_\_ is a popular area of threading.  
 a) Eyebrows                                      b) Forehead                                      c) Sideburns
6. \_\_\_\_\_ is a contra-indication for threading.  
 a) Pregnancy                                      b) Adolescence                                      c) Active herpes Lesion
7. Once threaded, the results last for  
 a) 2-6 days                                      b) 2-weeks                                      c) 2 months
8. The results are positive in threading, if the practitioner is .  
 a) Female                                      b) Experienced                                      c) Younger

### Practical

Perform eyebrow threading effectively.



## 5. Perform Simple Make-up Services

Unit 5.1 - Prepare for Make-up Services

Unit 5.2 - Apply Simple Make-up Procedures for Routine Purposes

Unit 5.3 - Drape Costumes on Customers



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Evaluate the preparation for make-up services
2. Apply simple make-up procedures for routine purposes



## UNIT 5.1: Prepare For Make-up Services

### Unit Objectives

At the end of this unit, participant will be able to:

1. Evaluate the preparation for make-up services

#### Basic Face Shapes

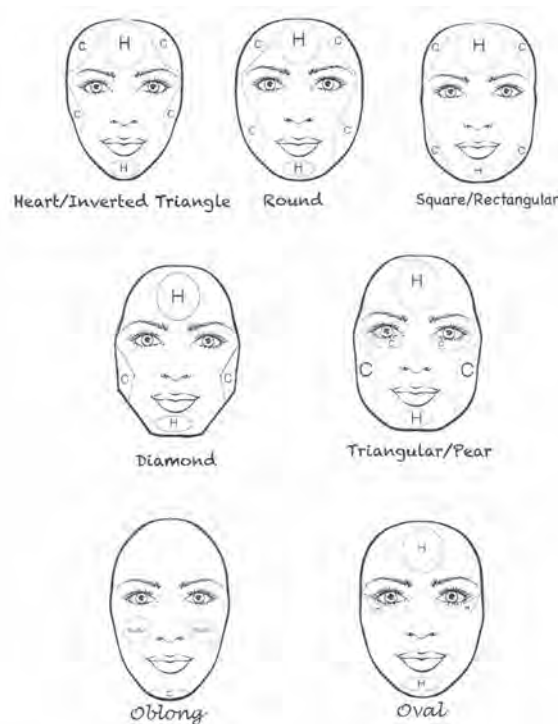


Fig 5.1.1: Basic face shapes

- **Heart:** Wide forehead, high cheekbones and tapers down to a narrow or pointed chin. An inverted triangle face shape is the same but has sharper angles. Apply contour to the temples, sides of cheeks and along the jaw line under the chin to shorten. Highlight the chin to widen and the centre of the forehead to give shape.
- **Round:** Face width and length almost equal, widest at the cheeks. To slim a round face, contour down the sides of the temples and cheeks. Highlight the chin and forehead to bring them forward for an even more slimming appearance.
- **Square/Rectangle:** Forehead, cheekbones and jaw line almost the same width. The square face will have a square, angular jaw line as the dominant feature while the rectangular face may be long and angular. Soften the strong lines by contouring the sides of the temples and jaw, and highlight forehead and chin to bring them forward.

- **Diamond:** The face is highly angular and the cheeks are quite wide, tapering to both the forehead and chin. Contour the cheeks along with jaw lines to soften the sharp angles and create balance. Highlight the chin and the forehead to the upper hairline to show off the eyes.
- **Triangular/Pear:** The face has a broad jaw line. The cheeks can be wider than the eye area and tapering to a narrow forehead. Contour the sides of the cheek area and add a little under the eyes if necessary to sculpt the cheekbones and bring them forward. Highlight the forehead to widen and bring forward and add a little highlighter to the chin.
- **Oblong:** Elongated features and the face gradually taper towards the chin, sometimes with a prominent chin. Contour the tip of the chin if prominent, and if the forehead is much longer, contour along the upper hairline. Apply blusher after the foundation just to the apples of the cheeks to shorten and balance by bringing the focus to the centre of the face.
- **Oval:** This is the ideal face shape - in proportion and well balanced. The forehead may be very slightly wider with cheekbones that are more prominent. No contouring required. Highlight the forehead, chin and under eye area to accentuate these good features. Extra face shaping techniques may also be necessary to correct individual features. The same principals are applied to correct the nose or lip shapes to create balance.

### Corrective make up technique to suit the face shape

Corrective makeup is a technique that uses light and dark colours to highlight and contour features of the face. Corrective makeup is different from camouflage makeup as the purpose here is to highlight the positive features rather than hide flaws, spots or other drawbacks.

### Make up technique for face

It is important to understand the basic face structure and face shapes to understand the concept of makeup balance. All make-up artists begin with the same elements: two eyes, nose, mouth, cheekbones etc., yet there are no two faces the same. Each face is unique, and a makeup artist's role is to enhance this to express our client's individuality.

Face shaping makeup techniques helps to correct and contour any features, highlights the best features and creates a 3D effect. The face can appear flat and lifeless if it is not sculpted properly.

First, examine and divide the face into two halves: The top and bottom. Overall balance should be looked upon then with client's individual face shape.

There is importance of light and dark, which is stated as below :

- Lighter brings forward - Highlighter
- Darker takes back - Contour (Shader)

Highlights should only be a few shades lighter and the contour a few shades darker than the client's natural skin tone for a more natural result. If the highlighter is too light, it will reflect as white in the photos, and if too dark, it will look muddy. A maximum of two or three shades lighter or darker works best.

An excellent makeup look can be achieved by learning the basic techniques of application and choosing complementary shades that suit the client's skin tone and personal style.

### Corrective Makeup Techniques for Eyes

- Lengthen round eyes by extending shadow beyond the outer corners.
- Make close-set eyes appear farther apart by placing light shadow in the lids near the nose, and darker shadow on the outer edges of the lids.
- Use light, reflective colours in the crease to make deep set eyes emerge; use darker colours sparingly.
- Extend shadow ever so slightly beyond the side of each eye to make small eyes look larger.
- Make prominent eyes less noticeable by blending a medium to dark shadow over the most prominent part of the eyelid, and blending it upward towards the brow.

### Corrective Makeup Supplies



*Fig 5.1.2: Supplies for make-up*

Corrective makeup supplies include the following:

- Lip lining pencils in dark, medium, light
- A variety of foundation colours and shades
- Concealers in light and darker shades
- Light to dark eye shadows and eye liner pencils, including browns and greys
- Translucent powder
- Makeup sponges; brushes and applicators
- Lip Sticks

### Removal of eye makeup and skin makeup

Most people remain ignorant about the importance of removing all makeup (even residual) completely at the end of the day. It is one of the most important regimes to follow in order to maintain a healthy and glowing skin forever.

The benefits accrued from keeping the skin free of any residual makeup are as stated below:

- It washes away cosmetics, impurities and dirt from the surface of the skin, which could be a cause of irritation and reason for faster ageing of skin.
- It helps in reducing risk of developing pimples, redness, blackheads and other types of blemishes.
- It promotes cellular renewal by eliminating dead skin.
- It stimulates skin's microcirculation due to the massage action.
- It allows the skin breathe freely.

Cleansing of skin gives a person fresh, toned, supple and well-moisturized skin even if one wears little to no makeup.

The following steps are useful for removing makeup:

### **Removing eye makeup**

#### **Step 1: Saturate a cotton pad with eye makeup remover**

Dual-phase eye-makeup remover works for most eye makeup. It combines the dissolving power of an oil-based remover with the gentle, soothing qualities of cleansing water. This is a good choice for heavy eye makeup— however, make sure you shake the bottle thoroughly before use, as the formula tends to separate. While using waterproof mascara or liner remember to use an oil-based cleanser as it could be quite stubborn and too much tugging the skin can make it severely damaged and dry. Using water-based makeup works well for those with extra sensitive skin as the makeup is lighter and is cleaned easily.



#### **Step 2: Hold cotton pad against closed eye**

The cotton pad should be placed against closed eye for about 20 seconds, the pressure should be gentle. Eyes should not be scrubbed at all; the remover in the cotton pad dissolves the makeup in simpler manner. Wiping of makeup should be done with ease and with least rubbing possible.



#### **Step 3: Use a downward motion to gently wipe off makeup**

Getting rough with the delicate skin around eyes can harm the skin by forming wrinkles and fine lines. Multiple strokes should be made with light pressure. Fingertips of other hand should be used to hold the eyebrows and with the other hand, the makeup should be swept down gently. This prevent from pulling the skin around the eyes.



**Step 4: Turn the cotton pad over and use**

The cotton pad should be turned over and the clean side should be used to wipe your eye with an upward stroke. This helps in cleaning the place underneath the lashes too. After such procedures also, if there is an existence of stubborn mascara on lashes, a clean mascara wand should be brushed on the lashes.

**Removing Foundation and Blush****Step 1: Application of daily cleanser for dry skin**

In case of dry skin, use a daily cleanser in a circular motion. Before starting the procedure, tie your hair neatly into a ponytail, with headband and bobby pins. Remove any kind of liquid foundation or long lasting makeup before washing your face. With the help of fingertips spread the cleanser on the entire face including the hairline. Mild cleanser or oil can be used for removing makeup. Water-soluble makeup helps in clear rinsing with no residue. For skins that is sensitive, oily and prone to react on any kind of breakouts, makeup-removing wipes is recommended. Baby wipes should not be used as those do not help lift off makeup completely.

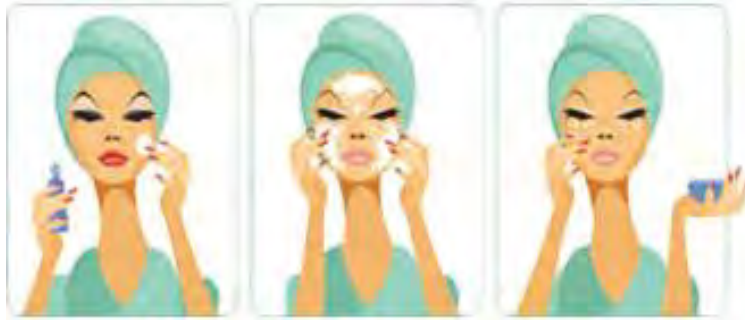
**Step 2: Cleaning with Materials used**

Wet facial sponge, washcloth and cotton balls can be used to wipe face. Through these materials foundation and blush comes off very easily. While removing makeup hairline should be kept under chin and around ears.



**Step 3: Use of other products for residual makeup**

Cold cream can be used to get rid of any residual makeup. Apply the cold cream and let it set for a while before you wipe off the cream gently from your face with warm washcloth.

**Removing Lip Colour****Step 1: Using Petroleum Jelly**

Thick layer of Petroleum Jelly should be applied on lips; it should be slathered well. Use of petroleum jelly not only removes the lipstick but also moisturizes the lips. Instead of petroleum jelly, other oils like, olive oil or coconut oil can be used.

**Step 2: Waiting Time**

After applying petroleum jelly, the wait time should be at least 5 minutes, the oil that is present in the petroleum jelly dissolves the oil present in the lip colour, which makes it more effective process of removing lip colour.



**Step 3: Using cotton pad**

Press cotton pad against lips for few seconds, wipe lips in small, circular motion but the pad should not be moved too much so that the jelly gets all over face.

**Step 4: Removing makeup**

Wipe the petroleum jelly (and lipstick) off your lips with gentle to-and-fro motions of the pad on your lips. Most, if not all, of the lipstick should come off on the pad. Repeat if necessary. If there is still some lipstick left, do not get too rough on your lips as it can cause chapping.

**Step 5: Exfoliate and moisturize your lips**

Exfoliating will remove any kind of remaining colour tint or flakes, whereas, moisturizing keeps lips soft and healthy. Exfoliation is done specially to buff lips with help of a clean, wet, toothbrush or an adequate mix of brown sugar with honey. Gentle and circular motions should be adapted for exfoliation of lips.

**Important Things Required for Makeup Removal:**

- Rubber band, bobby pins, or cloth headband
- Cotton pads
- Eye makeup remover
- Makeup remover
- Facial wash
- Facial moisturizer
- Petroleum jelly
- Washcloth, cotton ball, or facial sponge



## UNIT 5.2: Apply Simple Make-up Procedures For Routine Purposes

### Unit Objectives

At the end of this unit, participant will be able to:

1. Apply simple make-up procedures for routine purposes

#### Various Makeup Products

Facial makeup products are those products that are used to colour and highlight a facial feature, which beautifies the skin. Makeup is conducted in series of steps to achieve smoother complexion. The series of steps begin through application of foundation. Right shade of foundation disappears into the skin. Foundation can be applied through foam sponge, fingertips or foundation brush. However, the most difficult part is selecting the right foundation.

Some of the major types of foundation are stated as below:

#### Liquid or Cream foundation

Liquid foundation is the basic term used for foundation, which is in liquid form. There are various versions, which are available – oil free, oil based, waterproof and twenty-four hours. The coverage area could be from medium to full, according to requirement of the application. For bridal, the area covered is full.

To build foundation, simply apply a layer and let it dry, then apply another layer on top of it over the crisis area. Cream foundations provide a heavier coverage and are formulated for normal to dry skin.



Fig 5.2.1: Cream foundation

#### Tinted moisturizer

This kind of foundation provides with light coverage and is able to cover up some of the unevenness. Tinted moisturizer can be considered as the best for women with good skin and are appropriate for reception makeup. It is a moisturizer with sheer colour. It is great for warmer months when little coverage and some moisturizer are required.





*Fig 5.2.2: Tinted moisturizer*

### **Oil based foundation**

Oil-based foundations add moisture and tend to temporarily “plump up” skin, making them a great foundation choice for anyone with dry skin. Women with wrinkles can opt for this kind of foundation as it minimizes the appearance of fine lines. It can be applied for the bridal as well as reception makeup.

### **Sheer foundation**

Sheer foundation is appropriate for the flawless look, it blends with the skin. The coverage is light, so it will not give —cake feeling. Even if applied too liberally. It tends to be buildable if more coverage is required that makes it more appropriate for bridal make up. Sheer foundation is made with silicones and works best on women with normal to dry skin. Many sheer foundations contain SPF, which gives the added benefit of sun protection.



*Fig 5.2.3: Sheer foundation*

### **Matte or Oil free foundation**

This kind of foundation is appropriate for women with oily skin; the formulation of the foundation is with water and not oil. It dries quickly so that it can be blended with a sponge or with the fingers as soon as applied. In addition, using a moisturizer or foundation primer first to add an extra layer of moisturizer is recommended.

### **Waterproof foundation**

Waterproof foundation is made to stay on for a long time, which makes it perfect for humid areas and hot days. Waterproof foundation cannot be removed simply with a cleanser or water but makeup remover is needed. These foundations can clog up pores and skin becomes more susceptible to blackheads, so using this foundation is not recommended until the event is in humid area.



*Fig 5.2.4: Waterproof foundation*

### **Concealers**

Concealers help in changing the appearance in less time, it corrects the errors, giving the skin smoother look. It can brighten a tired face and cover up all blemishes including the dark circles. There are beauticians who prefer using concealers to foundation.

**It is important to know the correct method of applying concealers, which are stated below:**

- Apply several dots of concealer under the eyes close to the lashes. Apply a dot to the inside corners of the eyes. A finger can be used for the application, but concealer brush is recommended.
- Using the middle finger or a brush, tap in the concealer (always tap, never rub). Make sure to blend well. There is no real rule to it, but the middle finger tends to be gentler.
- Apply concealer on other uneven spots on the face including the chin, and
- around the nose and mouth if need be and tap in.
- Apply another layer if more coverage is required.
- Dust fine, loose powder over the face to set the concealer. It is essential to dust loose powder as it gives final look to concealed face.



*Fig 5.2.5: Concealers*

The concealers are applied according to the area and the cover up needs to be made; this is the reason why the application procedure differs as well.

Few of the application techniques for various applications are stated below:

- **Covering under eye dark circles**

Any kind of concealers should not be used for covering under eye dark circles. There are specific kinds of concealers, which are used majorly for covering dark eye circles. This is an essential part in the bridal makeup because a dark circle ruins the bright bridal makeup. This concealer's works for brightening the dark area rather than camouflaging redness or blemishes.

- **Covering Pimple**

A stiff brush with a pointy fine tip can be used to dab concealer that matches the skin tone. It is important to apply only to the red areas, not necessarily to the raised area. Let the concealer dry. Apply a second layer. Set the concealer with a dusting of translucent powder. If the concealer is then tissue can be used for clearing the excess. If that does not work, moisten a Q-tip with makeup remover and gently apply to the pimple. Then re-cover the pimple with concealer.

- **Covering Pockmarks and Deep Scars**

Pockmarks or deep scars can be covered by using an angular brush dipped in a concealer where the shade should be lighter than the skin tone. Fill in the centre of the pockmark without going over the edges and then dust skin with translucent powder. If the scar is raised, use a concealer that matches the skin tone and pat the scar with the concealer, setting the concealer with powder.

## Select and Apply the Correct Make-up Products to Enhance Facial Features

### Applying Basic Makeup

#### Part 1 : Preparing for Makeup Application

**Step 1 :** Wash the face with a Face wash.

**Step 2 :** Use a moisturizer after washing the face properly.



*Fig 5.2.6: Basic make-up*

### Part 2 : Applying Foundation and Concealer

**Step 1 :** Apply a Foundation that matches the skin tone of the particular client. It should also match the skin type.

**Step 2 :** Apply a concealer that matches the skin tone. if the client has dark under-eye circles, always opt for a concealer which is one shade lighter.

**Step 3 :** Apply Face Powder according to the skin tone. Use a powder brush to apply the powder on the face in a circular motion.

**Step 4 :** Apply Blush on the cheeks. Opt for a pink toned blush for basic makeup.



*Fig 5.2.7: Applying foundation and concealer*

### Part 3 : Applying Eye Makeup and Lip Colour

**Step 1 :** Apply Eye shadow in the beginning of eye makeup. Try a neutral shadow pallet for basic makeup.

**Step 2 :** Apply Eyeliner on the upper lip of the eyes. Opt for a thinner application of eyeliner, if it is daytime. opt for a thicker one for nighttime wear.

**Step 3 :** Apply Kajal or Kohl on the lower lid on the eyes. It can a be just a thin line or a thick one according to the preference of the client.

**Step 4 :** Apply one coat of Mascara on both the upper and lower lashes of the eyes.



*Fig 5.2.8: Applying eye makeup and lip colour*

### Part 4 : Applying Lip Colour

**Step 1 :** Apply Lip Colour. It can be a normal lipstick, lip Crayon, Matte lipstick (Powder Matte or Moisture Matte), Gel Lipstick etc. Use a lighter shade for daytime and a darker one for nighttime.

**Step 2 :** Apply lip gloss, if required for a brighter shade. Make sure to use a clear gloss.



*Fig 5.2.9: Applying lip colour*

### **Makeup Tips**

- Use a concealer only when needed, like in case of hiding dark under-eye circles or blemishes.
- Try to use a very basic shade of foundation. Do not overdo in this particular stage.
- Rub moisturizer on your hands before you blend the foundation for a better finish.
- Use a powder that stay longer and do not go off easily.
- Try using a cream blush instead of a powder blush for the natural glow-from-within effect on the skin.
- If the makeup is done for a special occasion, apply under eye shimmer shadow. shimmer cream shadow can brighten up the whole look in no time.
- If the eyelids of the client tend to be on the oilier side, use a primer all over them first to help the eye shadow last longer.
- If the lips are dry or chapped, gently rinse with a damp washcloth or apply lip balm before putting up lip colour.



*Fig 5.2.10: Final touch*

## UNIT 5.3: Drape Costumes On Customers

### Unit Objectives

At the end of this unit, participant will be able to:

1. Evaluate different techniques of draping costumes on customers

#### Drape Costumes on Customer Using Correct Techniques

##### Draping a Saree

The basic requirements to drape a saree :

- Saree : A long 6 yard drape one piece fabric to wrap around the body.
- Blouse : the essential need of a saree. A top wear which is almost like a crop top but in better fitting.
- Petticoat : A Petticoat is worn as a bottom wear in a long inner skirt serving to carry the drape around firmly.
- To wear a saree, both blouse and petticoat are supposed to be worn. Without them, a saree cannot be draped.



Fig 5.3.1: Draping a saree

Steps to drape a saree :

- **Step 1** : Take the saree end from the top edge, tuck it in the petticoat starting from the right side of your waist across your left waist.
- **Step 2** : From the left hand bring the drape around your waist from the back to the centre front tucking it in.
- **Step 3** : Now you will need to make 6-8 of 5-6 inches pleats of the remaining drape at the centre and tuck it in the petticoat, facing pleats to the left.
- **Step 4** : Bring the open drape across your back to your front from the right side, without tucking it. You can pin up the pleats at the centre for it to be in centre position and tuck the drape edge till your left side waist.
- **Step 5** : Now hold up the width (pallu) section and make pleats in complete width in 5-6 inches, making sure the border falls on the first pleat to drape it on shoulder.
- **Step 6** : Hold the pleats in vertical and bring the drape fall from beneath the right armhole, pulling it up towards and across your left shoulder.



- **Step 7 :** Place the pleats properly on your left shoulder by keeping at least a metre length fall down from the shoulder point, and pin it in place to fix it.



Fig 5.3.2: Draping steps

Tips to remember while draping a saree :

- Always tie the petticoat firmly at the waist, so that the saree is tucked in properly without falling off.
- Always insist the client to put on Heels, or any footwear you desire to wear along the saree, before you start draping up, as this brings the perfect length draped around the body.
- Use safety pins or clips to pin up pleats and sections where the drape is required to be fixed.

### Draping Dupatta

Below Given are some of the most popular styles of draping a dupatta :

#### 1. The Front Flow Dupatta Style



Fig 5.3.3: Front flow

#### 2. The Classic Dupatta Drape



Fig 5.3.4: Classic drape

### 3. The Casual Dupatta Drape



*Fig 5.3.5: Casual drape*

### 4. The Double Sided Dupatta Drape



*Fig 5.3.6: Double sided drape*

### 5. The Back “U” Dupatta Style



*Fig 5.3.7: Back U style*



## 6. The Double Dupatta Style



Fig 5.3.8: Double dupatta

## 7. Draping a Mekhla

The Parts Of A Traditional Assam Saree or Mekhla Chaddor :

- The Blouse Piece: We get a matching blouse piece with this saree just like a normal saree. The only difference is, it will be already cut and wrapped. You have to get a blouse stitched according to your body measurements.
- The Skirt: The body of this saree is like a skirt. It is not a ghagra that can be tied. You have to drape the skirt in a particular style.
- The Chaddor: This is like the 'anchal' of your saree but, it is distinct from a regular saree. It is like a dupatta but the dimensions are that of a huge shawl. This has to be draped on the upper half of your body like an anchal.



Fig 5.3.9: Mekhla drape

### Steps To Drape A Saree In Assamese Style:

- First of all, we need matching blouse and the petticoat (has to match with the colour of the saree).
- Now drape the skirt around and tuck it in like a Bengali saree.
- Make two pleats across each other in the front. It would be like folding your saree clockwise and then anticlockwise.
- Draping a Chaddor is the trickiest part. There are mainly 2 ways to drape the saree from here. Firstly, you can drape it like a normal saree.
- Start pleating the Chaddor from the very end and tuck it towards the left end of the waist.
- Wrap the remaining length of the Chaddor around the hips and drape the rest of it across the chest.
- There is another way of draping a chador – the recent style of wearing the Chaddor (like a half saree).
- Tuck one end of the cloth at the right end of the waist.

- Wrap the remaining length in a full circle around the hips.
- Drape the rest of the chaddor over the shoulders from behind in imitation of a Gujrati 'pallu'.
- To drape a saree in an Assamese style for Bihu would definitely be easier with these steps.



*Fig 5.3.10: Assamese drape*

## Exercise



**Choose the correct option :**

1. Which kind of makeup has the purpose to highlight the positive features rather than hide flaws, spots or other drawbacks ?
  - a) Basic Makeup
  - b) Heavy Makeup
  - c) Corrective Makeup
  
2. While removing eye makeup, the cotton pad should be placed against closed eye for about how many seconds ?
  - a) 20 seconds
  - b) 5 seconds
  - c) 60 seconds
  
3. There are various versions of liquid foundations available – like oil free, oil based, \_\_\_\_\_ and twenty-four hours.
  - a) Fine Application
  - b) Linear
  - c) Waterproof
  
4. The first step of an eye makeup should ideally be :
  - a) Applying Under-eye Shimmer
  - b) Applying Eye shadow
  - c) Applying Kajal
  
5. A long 6 yard drape one piece fabric which is used to wrap round the body is known as :
  - a) Dupatta
  - b) Scarf
  - c) Saree





## 6. Provide Manicure And Pedicure Services

Unit 6.1 - Manicure Techniques

Unit 6.2 - Pedicure Treatment



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Demonstrate pedicure and manicure techniques
2. Illustrate the process of carrying out manicure and pedicure services

## UNIT 6.1: Manicure Techniques

### Unit Objectives

At the end of this unit, participant will be able to:

1. State the origin of manicure
2. Demonstrate manicure techniques

### 6.1.1 Introduction

Manicurists and Pedicurists clean, shape, design and beautify finger and toe nails. The word manicure is derived from the Latin word manus which means “hands” and cura which means “care”.

- It has been a profession for more than 5000 years.
- It refers to the beauty treatment for hands and fingernails performed by professionals.
- It involves filing and shaping of the nails and removing any dry and dead cells.
- Manicure also involves hand massages followed by the application of nail paint.
- Many designs and patterns are also made on nails.
- Different popular manicures are French Manicure, Hot Oil Manicure.



*Fig 6.1.1.1: Manicure service*

A manicure has several benefits for both the client and the salon. They are listed below.

#### **Benefits for the client:**

- Improves the appearance of the hands, nails and cuticles
- Enhances overall grooming
- Softens the hands

#### **Benefits for the salon:**

- It is a popular service
- A number of treatments can be done and products sold with it that help to increase revenue

## 6.1.2 Nail Growth And Structure

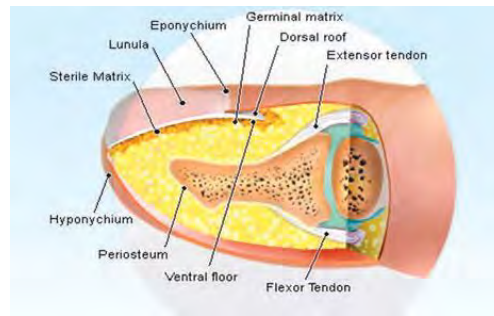


Fig 6.1.2.1: Anatomy of nail

- A fingernail is produced by living skin cells in the finger.
- Nails protect the finger tips and the surrounding soft tissue.
- A fingernail has several parts.
- The nail plate is the visible part of the nail.
- The nail bed is the skin beneath the nail plate.
- The cuticle is the tissue that overlaps the plate and rims the base of the nail.
- The nail folds are the skin folds that frame and support the nail on three sides.
- The lunula is the whitish half-moon at the base of the nail.
- The matrix is the hidden part of the nail unit under the cuticle.
- Fingernails grow from the matrix.
- The nails, like hair, are composed of keratin
- New cells grow in the matrix pushing the older cells which become the familiar flattened, hardened form of the fingernail.
- The average growth rate for nails is 0.1 mm each day.
- The rate of nail growth is dependent on the age and gender of the individual and the time of year.

## 6.1.3 Preparation And Maintaining Hygiene

Sanitation procedures are an essential part of the daily routine in salons. Standard safety protocols are provided for the safety of clients and to prevent the spread of disease. Salon staff must be educated in executing these sanitation procedures.

### Tools and Equipment



Fig 6.1.3.1: Nail Equipment



- All tools and equipment must be sanitized after use by each client.
- Nail clippers and scissors should be washed in soap and water, dried, and then totally immersed in a wet sanitizer for a recommended time.
- Rubber gloves, towels, capes and anything else that touches the client must be sanitized or discarded.
- Extra precautions with bottles, tubes and jars containing beauty products must be taken and properly labelled so that chemicals and other ingredients aren't mixed or stored.

#### Maintaining Hygiene

- Wipe trolleys with surgical spirit.
- Wipe down work surfaces prior to use.
- Use clean warm towels and bedroll for each client.
- Use disposable items.
- Use spatula to remove products from containers.
- Clean enamel bottle neck prior to putting lid on.
- Maintain a clean tidy work area.
- The therapist should wash their hands before and after each treatment.
- Sterilise all tools before and after use, or dispose them depending on the type of tool used
- The area required for manicure and pedicure varies greatly, with more versatility in manicure than pedicure.

### 6.1.4 Selecting Equipment And Materials For Manicure And Pedicure Treatments

Manicure	Pedicure
Manicure can be done if the client sits across the couch	Pedicure can be done if the client is sitting on a chair- it can be combined with manicure.
Manicure can be done if the client sits across a table at a manicure station	
Manicure can be done even when the client is having his or her hair done.	
Client lying on a beauty couch while having a facial	

#### Emery board

This has two sides: a coarse side for shaping nails and a fine side for beveling.

Emery boards are difficult to clean, although some manufacturers have developed special cleansers for this purpose.

If you cannot clean the file, it should be disposed of, or given to the client.



**Orange stick**

The two ends of the orange stick each have a different purpose. The flat side is used to push back cuticle or apply buffing cream.

The other side, which is pointed, when tipped with cotton wool, can be used to clean under the free edge, remove excess enamel and ease back the cuticle. When tipped with cotton wool, this should be disposed of after each use.

**Cuticle knife**

This is used to mould back the cuticle and remove any excess attached to the nail plate

**Cuticle nipper/ scissor**

Used to remove hangnails and dead skin around the cuticle.

**Nail scissors**

Used to cut nails.

**Toe nail clippers**

Used to cut and shorten nails prior to filing.

**Nail buffer**





A pad covered with chamois leather and with a handle. Used in conjunction with buffing paste. Buffing adds sheen, stimulates circulation and growth at the matrix.

Useful in pedicure, male manicure or when nail varnish is not going to be applied. To clean, wipe with a suitable cleansing solution.

**3-way buffer**

This is used to smooth the nail and remove any longitudinal and horizontal lines. Wipe between uses with a suitable cleansing solution.



<p><b>Nail brush</b> To brush the nails and clean them effectively, wash in hot soapy water or sterilise in a chemical solution. Usually plastic, may be wooden, with a rubber end to ease back the cuticle. When using from nail to nail, clean with a steriliser. On completion of treatment, sterilise in a cold sterilising solution.</p>	
<p><b>Hoof stick</b> Usually plastic, may be wooden, with a rubber end to ease back the cuticle. Pointed and may be tipped with cotton wool to clean under free edge. When using from nail to nail, clean with a steriliser. On completion of treatment, sterilise in a cold sterilising solution</p>	
<p><b>Hard skin rasp/grater</b> To be used after the feet have been soaked and can be used in conjunction with hard skin remover. Use on areas of hard skin in a rubbing action with light pressure. Wash after use in hot soapy water and remove debris; sterilise in chemical solution</p>	
<p><b>Pumice stone</b> As with hard skin rasp.</p>	

### 6.1.5 Contra-Indications

There may be conditions which hinder the carrying out of a part or whole of the treatment. In some cases amendments need to be made to the treatment.

**Classifications of contra-indications are:**

- Contra-indications that prevent the treatment (Cannot treat) disease
- Contra-indications that restrict the treatment (Work around) disorder

**Contra-indications that prevent the treatment**

- Haemophilia - is a rare bleeding disorder in which the blood does not clot normally
- Arthritis - is the swelling of one or more joints in the body
- Acute rheumatism
- Nervous conditions
- Recent hand surgery
- Diabetes/Inflamed nerve/Undiagnosed pain
- Contra-Indications that may restrict the Service

The other conditions that may restrict treatment are as follows:

### **Nail Separation**

This is a disorder where a part or the whole the nail separates from the nail bed. It results from a build-up of debris found in the moist warm space between the digits, which attracts bacteria and fungal organisms and in severe cases, turns the nail plate a dark green or black colour. The infected nail plate grows faster than those that are uninfected.

In feet, this occurs through wearing a tight-pinching shoe, poor circulation and lack of attention to foot care.

Non-infectious nails can be manicured or pedicured as long as there is no fungal or bacterial infection. However, severe separation should not be treated.



*Fig 6.1.5.1: Nail separation*

### **Ingrowing Nails**

This affects either the fingers or toes. In this condition, the nail grows into the sides of the flesh and may cause infection. Filing the nails too much in the corners or over vigorous cutting is often responsible for ingrowing nails. Closed fitting shoes are also one of the reasons.

If the area is open or infection is present, it would prevent the treatment from taking place.



*Fig 6.1.5.2: Ingrowing nails*

### **Split Nails, Brittle Nails**

Normally these are the result of abuse with drying agents, like those found in harsh detergents, cleaners, paint-strippers and film-developing fluids. Cotton-lined rubber gloves are good protection. Since the nail begins forming at almost the last finger joint, sometimes injury to the finger or diseases like arthritis can result in split nails.



*Fig 6.1.5.3: Split nails, brittle nails*

## 6.1.6 Identification Of Nail Conditions



Fig 6.1.5.1: Nail disorders

- **Beaus Lines:** These are wavy horizontal ridges across the nail plates which are often caused through illness, medication, or heart disease. Over buffing can also cause this.
- **Treatment:** Light buffing can help improve this condition.
- **Furrows:** These are ridges from the matrix to the free edge. It is often caused by arthritis, incorrect removal of nail extensions, or damage to matrix.
- **Treatment:** Light buffing helps improve this condition. A dark polish or opal polish will highlight the ridges, so it is recommended to apply a clear or light polish. You can use ridge filler that provides a natural smooth base to apply nail polish.
- **Leukonychia:** These are white spots in the nail plate caused by calcium deficiency and minor trauma to the nail. White spots will grow up and out so one should treat the nail with care and avoid pressure. Leukonychia is commonly caused through over filing when blending nail extensions.



Fig 6.1.5.2: Leukonychia

- **Eggshell Nails:** Thin, curved over the free edge and fragile nails. Improper diet and severe medication can cause this condition.
- **Treatment:** It is best to keep the nails short and avoid pressure.
- **Hangnail:** A small tear or split in the cuticle, which can be removed with cuticle nippers during a manicure.
- **Treatment:** Regular nail treatments are needed to improve dry skin conditions.
- **Clubbing:** The fingertips widen and become round while the nails curve around your fingertips. It is caused by enlargement in connective tissue as compensation for a chronic lack of oxygen.
- **Half-and-Half (Lindsay's nails):** It is an arc of brownish discoloration and may appear in people who have a kidney disorder.

- **Onycholysis:** In this disease, the nail separates from the nail bed. Most of the time, this problem is associated with physical injury (trauma), psoriasis, drug reactions, fungal disease or contact dermatitis from using nail hardeners. Sometimes onycholysis can be related to an over/under active thyroid gland, iron deficiency, or syphilis.



*Fig 6.1.5.3: Onycholysis*

- **Spoon nails:** Soft nails that look scooped out. This condition often indicates iron deficiency.
- **Terry's nails:** The nail looks opaque and white, but the nail tip has a dark pink to brown band. This can be a symptom of cirrhosis, congestive heart failure, adult-onset diabetes, cancer, or aging.

Nail technicians are trained to recognize the following nail diseases. Nail technicians will not diagnosis, nor work on clients with the following diseases:

- **Infection and Inflammation:** Often the nail or finger will appear red and swollen. This can mean that there is a bacterial infection present.
- **Atrophy:** An injury or disease of the nail, where the nail plate will be wasting away.
- **Hypertrophy:** A fungal infection where the nail plate will become very thick and over grown at the side walls
- **Whitlow:** A bacterial infection, often the result of hangnails becoming infected. The infection may result in permanent damage to nail plate.
- **Warts:** A viral infection with lumps on the hands and fingers. They are very contagious and this should be referred to the GP immediately.
- **Ringworm:** A fungal infection, white patches are often found on the nail plate as a result of rotting on the nail.
- **Oychosmadesis:** An injury or disease that can cause the nail plate to lift away from the cuticle (a new nail grows and pushes the old nail plate off). The nail must be allowed to re-grow fully before any treatments.
- **Onycholosis:** An infection where trauma or psoriasis has caused the nail plate to detach from the nail bed starting at the free edge.

## 6.1.7 Step –by-Step Manicure

### Manicure





It is a beauty therapy for nails and hands.

Manicure consists of cutting, filing and shaping of the finger nails, massaging the hand, and application of nail polish.



**Steps followed in manicure:**

<p>The first step comprises disinfecting the hands of both the client and staff.</p>	
<p>Nail polish is then removed with nail polish remover.</p>	
<p>Cuticle remover is applied to the cuticles and allowed to be soaked in for some time. A nail filer is used to shape the nails.</p>	
<p>The cuticles are pushed backwards and cleaned.</p>	
<p>Lukewarm water is poured into a manicure bowl along with a few drops of liquid soap. The client's hands are dipped into this solution for a few minutes to soften the cuticles and the dead cells which are to be removed.</p>	
<p>A hand scrub is applied on moist hand. The hand is then massaged gently in a circular motion to remove the dead cells. The hands are dried after the massaging session.</p>	
<p>The hard, dry skins around the nails become soft. They are safely cut with a cuticle nipper.</p>	

<p>The released cuticle skin is removed with a cuticle nipper.</p>	
<p>The nails are then buffed to clean the impurities and to add shine to the nails.</p>	
<p>A nourishing serum is applied to the cuticles and a relaxing cream massage is performed on the hands.</p>	
<p>The process is finished with the application of nail paint of the client's choice.</p>	

### 6.1.8 Applying Nail Polish

**Base Coat:** Apply the base coat, giving a slight gap at the cuticle. Allow the brush to fan out over the nail as you brush it toward the tip. Always work from the left to the right of your nail, this way you are sure not to miss a spot.



*Fig 6.1.7.1: Nail polish application*





*Fig 6.1.7.2: Nail polish application*

### **Choose your color.**

**Prep the Brush:** Dip your brush into the bottle. Drag the brush up out of the bottle while wiping the brush on the rim of the bottle. Without re-dipping the brush, slowly wipe the other side of the brush on the opposite side of the rim; pressing firmly so the brush slightly fans. Continue to pull the brush all the way out of the bottle while wiping the paint off on the rim.

The goal is to push the paint toward the tip on one side of the brush. When done successfully, the brush should have a slight crescent shape.

- **First Coat:** Starting at the cuticle, apply the tip of the brush to the nail. Press down, allowing the brush to fan out and draw the brush to the tip of the nail, again moving from left to right to get an even coat.
- **Second Coat:** After applying the first coat to the fingernails on both hands, you may begin with the second coat.
- **Sealing the Tips:** After applying the second coat, go back to the left most tip of the nail and drag your brush along the edge. This seals the paint off on the tip of the nail and prolongs the life of the manicure.
- **Top Coat:** Do exactly as you did when applying the base coat.

## **6.1.9 After Care Advice**

- Enough time must be given for the polish to dry
- Protective gloves must be worn while doing household chores
- Hands must be dried well after washing
- Hand cream must be used regularly
- Acetone- free nail polish remover must be used
- Cuticles must be moisturized
- Harsh soaps must be avoided
- Drink a lot of water

### 6.1.10 Nail Shapes

Nails are naturally of a variety of shapes and sizes. Each person has a unique nail features. There are long fingers with wide nail beds, short fingers with short nail beds and every combination in between. But a good Assistant Beauty Therapist knows how to complement an individual's natural features and the foundation of this is the nail shape.

Most client's lean toward one of the five basic shapes: square, round, oval, squoval, or pointed. Though other blended combinations of these shapes exist, these five are definitely the most common.



Fig 6.1.9.1: Different shapes of nails

#### The Oval

The oval shape is an attractive nail shape for most women's hands. It can accentuate femininity and gracefulness. Ovals can be longer to accentuate a long nail bed, or they can be shorter to complement a shorter nail bed. The oval can add length to a nail while retaining the softer curves of the round shape.

#### How to achieve an oval shape

- Straighten and even out the side walls with a buff.
- Start filing from the side and move towards the top.
- Work in angles from both sides around the free edge so that the nail forms an oval shape.
- There should be a nice balance between the free edge and the cuticle.



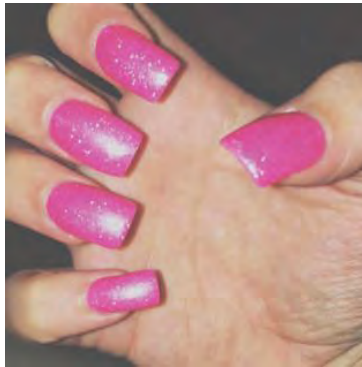
Fig 6.1.9.2: Oval shape nails

#### The Square

The square nail is the classic acrylic shape — straight side walls, two sharp points on the tips and a balanced C-curve. It is the staple shape for the traditional French manicure and is used frequently for detailed nail art designs. But the square nail is not always the best choice for certain nail beds as a sharp square nail could make the nail appear shorter and stubbier. For longer nail beds however, the square can complement the nail and add length to the finger.

### How to achieve a square shape

- To file into the classic square shape, take a medium-grade file. The 180 grit file should be used for shaping the side walls and free edge first. This file grit is best for shaping and smoothing the nail surface.
- Turn the hand around to straighten the free edge. Note that when looking at the nails, the file should be perpendicular to the nail to achieve the hard square.
- File the side wall straight up.
- Change the angle of the file to blend.
- Repeat this on the other side.
- Once both sides are finished, use the buff to make angles to level and lightly feather the nail. Use this process to sharpen the corners too.



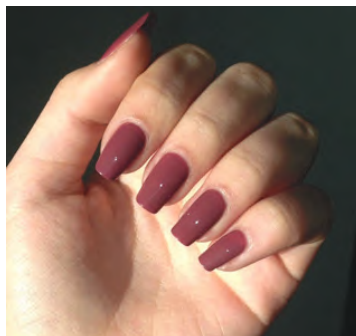
*Fig 6.1.9.3: Square shape nails*

### The Squoval

It is Conservative Square with the length of a square nail but the softer edges of an oval; hence the name is the squoval shape. Squoval nails add versatility, enabling short, wide nail beds to carry the length without appearing oversized.

### How to file the squoval,

- First begin shaping the nail in square.
- Start with filing the nails in square shape so that one can make sure the sidewalls are straight.
- Once the side walls are straight, tilt the file underneath the nail corners and file back and forth from the underneath up. This will gradually take the corners off.
- Keep in mind that you only want to round the part of the tip that is past the free edge. This way you do not take anything away from the side walls at the stress area.
- File and round the ends of the nails slightly to prevent it from breaking.



*Fig 6.1.9.4: Squoval shape nails*

## The Round

The round shape is more conservative. It is frequently used to create a softer, less noticeable look. It is also a common choice for male clients because the shape mirrors the natural contours of the nail. If a client has wide nail beds and large hands, then the rounded shape can make the hands look a bit thinner. Round nails can also soften hand features by providing a well-kept and subtle nail outline.

### How to file the round

- File the side walls straight out and then just round out the edges into a nice curved shape.
- Be careful not to take too much off on each side or else it will look imbalanced.
- A good tip to remember is to visualise making a square, filing the side walls straight out, and then simply round the corners with moderate angles to complete the shape.
- The finished round nail should be slightly tapered and extend just past the tip of the finger.



Fig 6.1.9.5: Round shape nails

## The Pointed

The pointed nail is not seen as often as other shapes. A pointed shape is a little more adventurous than shapes like the oval, squoval, or even square, but given the right circumstances, a pointed nail can create length and have a slandering effect on the hand. Smaller hands with smaller nail beds can use a pointed nail to create a subtle appearance of length, while long, slender nail beds take pointed nails to a more noticeable and extreme level.

### How to file the pointed

- The technique is based on the letter “I”, where the center of the “I” shape.
- It is the upper arch that forms a line running down the nail bed. The top of the “I” is bending the cuticle flush with the natural nail and the bottom of the “I” is looking down the barrel of the nail to make sure the C-curve is even.
- The pointed tip requires taking the top of the “I” to a point that meets at the center of the apex.
- Once the “I” is information, it is just a matter of blending everything in so you have perfect harmony in the nail shape.



Fig 6.1.9.6: Pointed shape nails



Click/Scan this QR Code to access the related video

## UNIT 6.2: Pedicure Treatment

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Identify, select and arrange tools and equipment for pedicure
2. Perform pedicure services for client's

### 6.2.1 Introduction

The word Pedicure is derived from the Latin words pedis, which means "of the foot", and cura, which means "care".

It is a cosmetic and therapeutic therapy for the feet and toes.

Pedicures comprise care for the toenails, removal of dead skin cells are from the bottom of the feet. Skin care is provided up to the knee, and it includes granular exfoliation, moisturizing, and massage.

Pedicures are of different kinds like regular, paraffin, gel, fish, hot stone, rose and many more.

#### **Purpose of the Pedicure:**

- Improve the appearance of the feet and nails
- Relax aching and tired feet
- Reduce hard skin on the feet
- Offer advice on care of the feet and referral, as necessary, to the chiropodist

#### **The Pedicure will include:**

- Shaping the nails
- Cuticle treatment
- Removal of hard skin
- Specialised foot treatment
- Foot and leg massage
- Nail varnish application as required

#### **Much of the routine for Manicure applies to Pedicure, the major differences are:**

- The position of the client
- The treatment of hard skin
- Foot and leg massage routine

## 6.2.2 Introduction

Tools	Nail Cosmetics
Acetone	Base coat
Cotton balls	Cuticle creams
Cuticle cream	Cuticle oil
Cuticle pusher or Cuticle nipper	Cuticle remover
Foot bath	Dry nail polish
Lotion	Liquid nail polish
Nail file	Nail bleach
Nail polish	Nail conditioner
Orangewood sticks	Nail dryer
Toenail clippers	Nail polish remover
Towels	Nail polish thinner
Pedicure Spa Station	
Pumice stone (a rough stone to remove dead skin)	
Toe separators	

## 6.2.3 Contra-Indication

This is a condition that either prevents or restricts treatment, eg. Treatment may be restricted due to a bruised nail but there will be no treatment if there is a bacterial or fungal infection on a nail to avoid a cross-infection.

Contra-Indications that Prevent Treatment

- Multiple warts
- Fungal infections
- Bacterial infections

Contra-indications that restrict treatment

- Bruised nail
- Cut and abrasions to one hand or finger
- Wash your hands
- Check client for contra-indications

Disinfect the feet with antiseptic spray.	
Remove nail polish with nail polish remover.	
Cleanse the skin without dehydrating it. Soak it in lukewarm water containing foot soak solution for 6 - 10 minutes.	
Scrub the feet (especially in the rougher regions like heels, knuckles) and rinse with clean water.	
Dry the feet with a clean towel.	
Cut the nails and shape them as per client requirement.	
Use a good scrub to remove the dead skin cells.	



<p>Since the ingredients of the scrub are penetrating the legs, file the nails with a nail file.</p> <p>Rinse the feet with water and dry it well with a soft towel.</p>	
<p>If a client has thickened skin in certain areas of their feet or callus, use callus softener. Take few cotton pads and spray some callus softener. Apply on the callus or areas with thick skin and leave it for 2 - 3 minutes. This solution hydrates such areas, making them soft.</p>	
<p>With the help of a cuticle pusher, push back the cuticles.</p>	
<p>Apply cuticle oil or cuticle serum on the nails and massage it gently around the cuticles.</p>	
<p>Apply foot care massage cream on the legs and feet and massage the areas to moisturize it.</p>	
<p>Apply nail polish as per client's choice.</p>	



Click/Scan this QR Code to access the related video



## 6.2.5 After Care Advice

### **Pedicure after care advice**

- Give time to your nails to dry after your treatment
- Keep your feet clean by changing your socks daily
- Apply moisturizer on the feet and in between toes daily after bathing and cleaning the feet
- To absorb the moisture you can also apply powder between the toes
- Get a pedicure done regularly
- Do not cut your cuticles deep or forcefully push them back, this can lead to infections
- Do not shave your legs at least 24 hours before a pedicure as any cut could lead to an infection
- Massage your feet and nails regularly using a cream or oil
- For long term improvements, use a non-acetone nail polish remover

## Exercise

### Manicure

1. What is not a part of the nail structure?  
a) Nail plate                      b) Nail bed                      c) Cuticle                      d) All of these
2. Which of the following is not a nail shape?  
a) Oval                              b) Square                      c) Pointed                      d) Triangle
3. While removing nail paint, remember to:  
a) Choose good quality remover                      b) Moisturise nails after removing nail paint  
c) Change cotton once it is fully used                      d) All of these
4. .... is the area between the nail plate and the finger tip -  
a) Nail bed                      b) Cuticle                      c) Perionychium                      d) Hyporionychium
5. Manicure is the art of:  
a) The care of hands and fingernails                      b) The care of skin                      c) The care of hair  
d) The care of leg
6. The first step in a manicure is:  
a) Removing the old nail paint                      b) Soaking the hands                      c) Massage  
d) Cuticle massage
7. When cutting and filing the nails remember to:  
a) Remove all the dirt from the underside                      b) Cut to the desired length  
c) Use appropriate scissors                      d) All of the above
8. To avoid nails from breaking and injury, the nails should be:  
a) Shaped to conform with finger shape and lifestyle                      b) Round  
c) Square                      d) Oval
9. Nails should be filed from:  
a) Corner to center    b) Center to left                      c) Center to right                      d) Top to bottom
10. During a basic manicure, the hand is immersed into warm water after:  
a) The nail has been shaped                      b) Before the nail has been shaped  
c) After the hand massage                      d) After applying nail polish

### Pedicure

1. Perform the steps of manicure service.
1. Perform the steps of a pedicure service

## 7. Provide Simple Hair Dressing Services To Produce Common Hair Dos



Unit 7.1 - Simple Hair Dressing Services to Produce Common Hair Dos

Unit 7.2 - Hair Styling



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Evaluate the necessary knowledge required for hair dressing services
2. Apply simple hair dressing services to produce common hair dos

## UNIT 7.1: Simple Hair Dressing Services To Produce Common Hair Dos

### Unit Objectives

At the end of this unit, participant will be able to:

1. Evaluate the necessary knowledge required for hair dressing services

#### Hair Structure and Hair Shaft

##### Basic Introduction to hair

A hair can be defined as a slender, threadlike outgrowth from a follicle on the skin of mammals. Composed mainly of keratin, it has three morphological regions—the cuticle, medulla, and cortex.

A hair grows from the papilla and with the exception of that point of generation, it is made up of dead and cornified cells. It consists of a shaft that projects above the skin, and a root that is imbedded in the skin. The lower end of the root expands to form the root bulb. Its basic components are keratin (a protein), melanin (a pigment), and trace quantities of metallic elements. These elements are deposited in the hair during its growth and absorbed, by the hair, from an external environment. After a period of growth, the hair remains in the follicle in a resting stage to eventually be sloughed from the body.

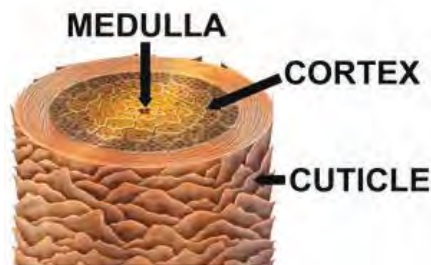


Fig 7.1.1: Hair structure

Composed mainly of keratin, it has three morphological regions:

- The cuticle,
- Medulla, and
- Cortex.

Hair grows from the papilla and with the exception of that point of generation is made up of dead, cornified cells. It consists of a shaft, which projects above the skin, and a root that is imbedded in the skin. Keratin is a special protein, which is resistant to wear and tear of hair.

Hair has two parts: **the hair follicle and the hair shaft.**

**Hair Follicle:** A hair follicle is a part of the skin, which grows a hair by packing old cells together. The only “living” portion of the hair is found in the follicle. Each follicle normally goes through a five-year cycle of growth and rest, with about 90% of the follicles growing hair at any one time, averaging about six inches (15 cm) of growth per year. It is derived from the Latin word folliculus, a small bag. The terminal part of the hair follicle seated within the skin is called a hair bulb. There are some special cells in the hair bulb, which produce the pigment that gives hair its colour

**Hair Shaft:** The hair shaft is a thin strand of hardened cells and is the part of the hair, which is visible and touchable above the scalp. The diameter of a hair is between 0.04 and 0.12 mm. Light coloured hair is usually finer than a dark or red hair. The part of the hair seen above the skin is called the hair shaft. The hair shaft is made up of dead cells. These cells turn into keratin and binding material, together with small amounts of water. The hair shaft is formed by three layers.

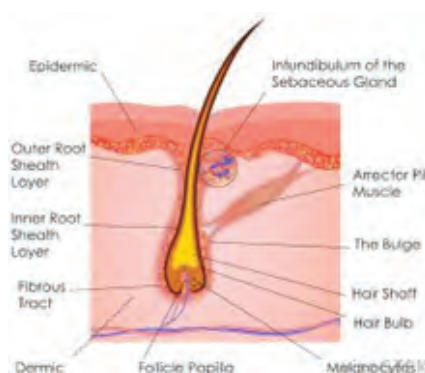


Fig 7.1.4: Hair shaft

### Texture of Hair

Hair texture is the measure of the circumference of the hair strand itself. Professionals classify the texture of hair as being “coarse,” “fine,” or “medium.”

Fine hair has the smallest circumference. It is often very easy to process, and can be over-processed easily and is susceptible to damage from chemical services.

Medium hair texture indicates a middle-range of the size of the hair shaft. It is considered normal and poses no special considerations regarding processing and chemical services.

Coarse hair is stronger, as it has more substance. However, coarse hair can also be harder to process, and can be resistant to hair-colouring services, perming, and straightening.



Fig 7.1.4: Hair texture

Hair texture varies from individual to individual, and can be different in separate areas of the same head. You may have coarse hair on the top of the head and fine hair at the nape of the neck. Race and ethnicity are irrelevant in determining hair texture, as coarse, medium and fine hair can be found among all racial and ethnic groups.

### Types of Hair

It is obvious, that no particular ethnic group has any advantages when it comes to hair. On the other hand, each group can be associated with a certain type of hair, easily identified by its colour, form and the way it grows. Hair can be classified into three types: **Caucasian Hair, African Hair & Asian Hair.**



Fig 7.1.5: Hair types

**Caucasian hair** – Caucasian or European hair can be straight, wavy or curly. It varies in colour from very dark brown to light blonde. In cross section, European hair is oval. It is the most versatile of hair types and belongs to the majority of us. As far as rate of growth is concerned, Caucasian hair has 1.2cm a month growth density and has the highest density. It grows at an oblique angle to the scalp and is slightly curved.



Fig. 7.1. Caucasian hair

**African Hair** – Usually very tightly curled and often very dark, African Caribbean hair is almost kidney shaped when seen in cross section. African Caribbean hair is easily damaged so taking good care of this hair type and using lots of nourishing oils and hair treatments are essential for keeping it in good condition. It is the slowest growing of all, at less than 0.9 cm a month. On the other hand, it is slightly denser than Asian hair and grows almost parallel to the scalp, twisting around itself as it grows.



Fig. 7.1.: African hair

**Asian Hair** – Asian hair is often straight and has a tendency to be long. It varies in colour from very dark to medium brown and can be thick and very strong. In cross section, it is round. If you cut Asian hair very short, it can stand straight out from the head. It holds the speed record for growth with 1.3 cm a month. On the other hand, it has lower density than any of the other ethnic groups. The way its follicle is implanted causes the hair to grow straight, perpendicular to the scalp.



Fig. 7.1. Asian hair

### Shapes of Hair

Hair exists in a variety of shapes. There is a range of theories pertaining to the curl pattern of hair. Scientists have come to believe is that the shape of the hair shaft has an effect on the curliness of the individual's hair. A very round shaft allows for less disulfide bonds be present in the hair strand. This means the bonds present is directly in line with one another, resulting in straight hair. The flatter the hair shaft becomes, the curlier the hair gets. This is because the shape allows more cysteine to become compacted together, resulting in a bent shape that, with every additional disulfide bond, becomes curlier in form. As the hair follicle shape determines curl pattern, the hair follicle size determines thickness.

There are various systems that people use to classify their curl patterns. There are two theories, which determine the shape of the hair.



Fig 7.1.5: Hair shapes



**Andre Walker system** – This hair typing system is the most widely used system to classify hair. The assistant hair stylist of Oprah Winfrey, Andre Walker, created the system. According to this system, there are four types of hair: straight, wavy, curly, and kinky.

TYPE 1: Straight		
<b>1a</b>	Straight (Fine/Thin)	Hair tends to be very soft, shiny, oily, poor at holding curls but difficult to damage.
<b>1b</b>	Straight (Medium)	Hair characterized by volume and body
<b>1c</b>	Straight (Coarse)	Hair tends to be bone-straight and difficult to curl. Common in Asian women.

TYPE 2: Wavy		
<b>2a</b>	Wavy (Fine/Thin)	Hair has definite “S” pattern and is usually responsive to a variety of styles.
<b>2b</b>	Wavy (Medium)	Can tend to be frizzy and a little resistant to styling.
<b>2c</b>	Wavy (Coarse)	Very frizzy with thicker waves; often more resistant to styling.

TYPE 3: Curly		
<b>3a</b>	Curly (Loose)	Curly hair that usually presents a definite “S” pattern and tends to combine thickness, fullness, body.
<b>3b</b>	Curly (Tight)	As 3a but with tighter curling.

TYPE 4: Kinky		
<b>4a</b>	Kinky (Soft)	Hair tends to be very fragile, tightly coiled and can feature curly patterning.
<b>4b</b>	Kinky (Wiry)	As 4a but with less visible curly patterning.

**FIA hair classification** – This is a method which classifies the hair by curl pattern, hair-strand thickness and overall hair volume.

Curliness	
Straight	
<b>1a</b>	Stick-straight
<b>1b</b>	Straight but with a slight body wave adding some volume.
<b>1c</b>	Straight with body wave and one or two visible S-waves
Wavy	
<b>2a</b>	Loose with stretched S-waves throughout.
<b>2b</b>	Shorter with more distinct S-waves
<b>2c</b>	Distinct S-waves, some spiral curling

Curly	
<b>3a</b>	Big, loose spiral curls
<b>3b</b>	Bouncy ringlets
<b>3c</b>	Tight corkscrews.

Very Curly	
<b>4a</b>	Tightly coiled S-curls
<b>4b</b>	Z-patterned (tightly coiled, sharply angled)

Strands	
<b>Fine</b>	Thin strands that sometimes are almost translucent when held up to the light. Shed strands can be hard to see even against a contrasting background; similar to hair found in many people of Scandinavian descent.
<b>Medium</b>	Strands are neither fine nor coarse; similar to hair found on many Caucasians. You can also try rolling a strand between your thumb and index finger. Medium hair feels like a cotton thread.
<b>Coarse</b>	Thick strands whose shed strands usually are easily identified against most backgrounds; similar to hair found in many people of Asian or Native American descent.

Volume		
i	<b>Thin</b>	Circumference less than 2 inches
ii	<b>Normal</b>	Circumference from 2 to 4 inches
iii	<b>Thick</b>	Circumference more than 4 inches

## UNIT 7.2: Hair Styling

### Unit Objectives

At the end of this unit, participant will be able to:

1. Apply simple hair dressing services to produce common hair dos

#### Hair Styling

A professional Assistant Beauty Therapist should have basic knowledge of hair styling. It should be matching with the present trend and fashion. The capability of the Assistant Beauty Therapist is to transform any trendy style to suit the client. Each face demands a distinctive type of hairstyle. Hairstyle balances and frames the structure of the face.

#### Factors affecting Hair styling:

##### Physical Stature

During the selection of hairstyle, the whole appearance of a person should be kept in mind, which includes height, size and overall body shape. Women with short height should avoid masses of curly hair, which makes the head appear out of proportion with the rest of the body. Whereas, Tall and hefty women will look silly with hairstyles which are small sized close to the head.

##### Shape of the Face

1. **Square face:** The square face has as angular jaws, broad forehead, straight hairline and a square jaw line. Medium length asymmetric hairstyles with lots of layer add to softness and counterbalance the square features and facial angles.
2. **Round Face:** The round face is broad with rounded contours, round hairline and full, plump cheeks. A medium length asymmetric hairstyle breaks the roundness.
3. **Heart shaped or Triangular Face:** The heart shaped or Triangular face has a wide forehead, wide cheeks and narrow chin line. A side parting with short bangs cuts down the excessive width at the forehead and cheeks.
4. **Diamond shaped Face:** The diamond shaped face is narrow at the forehead and the chin with extreme width through the cheekbones. Hairstyle selected must be fully across the forehead.
5. **Oval shaped Face:** The oval shaped face is considered the best and most versatile as there is no style that doesn't look sensational on it, sharp features and proportionate neck length is equally important for the style adaptation.

**A hairstyle, hairdo, or haircut** refers to the styling of hair, usually on the human scalp. The fashioning of hair is considered as an aspect of personal grooming, fashion and cosmetics, although practical, cultural, and popular considerations influence some hairstyles. The oldest known depiction of hair braiding dates back about 30,000 years. In ancient civilizations, women's hair was dressed elaborately and carefully in special ways.

A hairstyle is arrangement of hair in a certain way, occasionally using combs, a blow dryer, gel, or other products. The practice of styling hair is called hairdressing, especially when done as an occupation.

Hairstyling may also include adding accessories (such as headbands or barrettes) to the hair to hold it in place, enhance its ornamental appearance, or partially or fully conceal it with coverings such as a kippa, hijab, tam or turban.



*Fig 7.2.2: Hairstyle*

**Tools used for Hair Styling:** Styling tools may include hair irons (including flat, curling, and crimping irons), hair dryers, and hair rollers. Hairdressing might also include the use of hair product to add texture, shine, curl, volume or hold to a particular style. Hairpins are also used when creating particular hairstyles. Their uses and designs vary over different cultural backgrounds.

- **Hair Irons** – A hair iron is a tool used to change the structure of the hair with the help of heat. There are three general kinds: curling tongs - used to make the hair curly, straighteners - used to straighten the hair, and crimpers - used to create small crimps in the hair.



- **Hair Dryers** – A hand dryer or hair dryer is an electromechanical device designed to blow cool or hot air over wet or damp hair, in order to accelerate the evaporation of water particles and dry the hair. Blow dryers allow to control the shape and style of hair. They are temporary and extremely vulnerable to humidity. They disappear with a single washing of the hair.



- **Hair Brushes** – A brush is typically used on long hair, but can still be used for shorter hair, which is normally dealt with using a comb. A flat brush is normally used for detangling neat and tidy hair. A round brush is used for styling and curling hair with a blow dryer. A paddle brush is used to straighten hair, but not all work, they are usually used on untidy unkempt hair. A hairbrush is also useful in removing loose hairs, and in increasing circulation to the scalp.



- **Scissors** – Scissors and shears exist in a wide variety of forms depending on their intended use. Scissors used to cut hair or fabric must be much sharper.



- **Combs** – A comb is a toothed device used for styling, cleaning and managing hair and scalp. Combs can vary in shape according to their function. Hairdressing combs may have a thin, tapered handle for parting hair and close teeth.



- **Hair Clippers** – Electric hair clippers have gradually displaced manual hair clippers. Today, the vast majority of barbers in modern countries use clippers. Professional units are intended for hair care professionals and often are sold without any accessories. Some companies, such as Conair and Andis, replace some plastic parts in consumer grade units with metal parts of their professional grade units to extend the durability and useful lifespan of the product.



- **Hair Roller** – Traditionally, a hair roller is a small roller with Velcro used for styling and curling hair, and with a blow dryer. However, the damage that extensive heat application can cause to the hair is well known, and so a number of alternatives or heat-free hair rollers have been manufactured for the market.



- **Ribbons** – A ribbon or riband is a thin band of flexible material, typically cloth but also plastic. Ribbons are often used in connection with dress, but also applied for innumerable useful, ornamental and symbolic purposes. Cultures around the world use this device in their hair.



**Hair Elastics** – A rubber band is a short length of rubber and latex formed in the shape of a loop. In the U.S., it is called a hair tie, and is often covered with fabric. Such bands are typically used to hold ponytails and braids together.



- **Barrette** – A barrette is a clasp or pin for holding hair in place. Barrettes are worn according to size, with small ones at the front and large ones in the back. They are used to keep hair out of the eyes or secure hairstyles but can also be just ornamental.



- **Hairpins** - A hair pin is a long device used to hold a person's hair in place. They are needle like and coated with jewels and ornaments. It is designed to be almost invisible after being inserted into the hairstyle. The finished pin may vary from two to six inches in final length. The length of the wires enables placement in several styles of hairdos to hold the style in place. The kinks enable retaining the pin during normal movements.



### **Modes Of Hair Styling**

The various techniques initiated for hair styling are stated as below:

- Setting wet hair
  - Roller setting
  - Blow drying to curl or straighten hair
- Setting dry hair
  - Crimping, curling by curling rods, ironing (straightening)
  - Braiding, making buns or chignons
  - Electric roller setting

### **Equipment Used in Hairstyling**

The right implement makes hair styling much simpler and easier. Following are few of the basic tools, which are required for hair styling:

- Brushes
- Combs
- Pins
- Clips
- Rollers

Following list is a guide to help choose what is more suitable from wide range that is available:

#### **Combs and Brushes**

##### **Types of combs:**

- Detangling comb
- Cutting comb
- Styling Comb
- Back Comb
- Afro Comb



### Types of Brushes:

- Radial brushes
- Half rounded brushes
- Pneumatic brushes
- Vent brushes
- Round or Oval flat brushes

### Various kinds of hair styling include:

1. **Thermal curling:** It produces temporary curls that last until the next wash through thermostatically controlled irons. It is done on freshly shampooed and thoroughly dried hair. No creams or lotions should be used prior using curling rods; it reduces the chances of long-lasting curls. Conditioners can be used after shampooing to avoid excess dryness of hair. To restore moisture in hair, serum can be used after applying the hair styling technique.



Fig: 7.2.23: Thermal curling

2. **Braiding:** It is the most popular hair styling technique in which assistant hair stylist can excel with practice. This kind of hairstyle allows the assistant hair stylists to explore their own styling skills. There could be development of dexterity, synchronization, concentration, confidence and finger strength required for professional hair styling.

### French Braiding

It can be done in any way and anywhere on the head, from one single braid to many braids as in corn rows. For neat French braiding following:

- In damp hair, setting lotion or gel can also be applied on it if necessary
- By taking neat and equal sections of hair
- By combing and smoothening every strand of hair while picking
- If there are split ends, twist the strand every time a new section is joined



Other kinds of French braiding are:

- Visible French Braiding
- Invisible French braiding

**3. French Roll:** This is a very simple and convenient hairstyle for the client with medium to long hair. It looks decent and suits for all occasions.

#### Various kinds of Styling Products:

- **Gel:** Gel comes in varying degrees of viscosity, from a thick jelly to a liquid spray. Use them to lift the roots, tame, wisps, calm static heat set and give structure to curls.
- **Hair Sprays:** it is used to keep the hair in place. Hair sprays are available in a variety formulations including light and firm hold.
- **Mousse:** It is the most versatile styling product, which comes in the form of foam and can be used on wet or dry hair.
- **Serums:** Serums, glossers and shine sprays are made from oils or silicones that improve shine and softness by forming a microscopic film on the surface of the hair.

#### Haircuts

Haircuts are performed through following a series of steps:

- **Sectioning:** Sectioning is a crucial element in achieving a balanced style. Most cuts are divided into segments: back, sides, front and interior.

It is important to take clean, precise sections while parting hair or follow precise guidelines around the shape of the haircut. Sections should correspond with cutting line. For example, if cutting line is horizontal, horizontal section should be taken or, if cutting line is curved, then curved section should be taken.

You should also consider the structural and facial features of your client – the position of their eyes and ears, the shape of their nose, their hairline points, etc. Make sure you take enough sections. The more sections and guidelines you use in the neck, side and front areas, the easier you will find the cutting process. Remember, if you make your sections clean, you will get accurate cutting lines.

- **Guidelines:** Using guidelines is a very simple process. Cutting guidelines are specially prepared for sections of hair. Each is cut so that both the length and cutting lines are visible. These guides can be followed throughout the cutting process to help you produce even and precise results. If you do not have guidelines to follow – or you do not follow the ones you have - you are likely to end up with an uneven and unsuccessful haircut.
- **The first guideline:** When you have decided on the style and the length of your haircut, you can make your first cutting guide. This is the area that forms the foundation to a haircut. When you are learning the basic techniques of haircutting, it is important to have an understanding of how the foundations of haircuts work.

For example, it is easier at the beginning to learn to cut your perimeter shape first. This helps you to build the foundation (underpinning) or exterior shape of your haircuts. In addition, this in turn, gives you the guideline you will use to cut your interior shape, which is known as 'layering'.

- **Cutting lines:** Each style has a cutting pattern. Divide the head into segments and follow the cutting pattern of your chosen hairstyle. This way, you are sure to achieve the style your client has requested.

- **Angles:** Whatever method of cutting you use, you will always use the angles. The two most important to consider are:

The angle between the hair and the head, when you hold a hair section away from the head; and

The angle at which you make a cut across a section of hair. You control how the cut lies and how the weight of the hair is distributed with the way you use your fingers and your hand action.



*Fig: 7.2.4: Creating angles*

4. **Cutting lines and Contours:** Perimeter lines or cutting lines are the lines made from the hair ends when you hold them straight out from the head or when you comb a section of hair flat on the scalp. You should follow the contours of the head at every stage of the cutting process. The curves of the contour lines determine the shape of your finished cut. There are several contours of the head that you need to consider:

- From side to side
- From top to bottom
- Nape, sides and front
- The nape side and front contours also act as cutting guides.

5. **Holding scissors and comb**

- **Scissors**
  - The correct way to hold scissors is by using your third finger. If you use your index or middle fingers, you do not give enough support to the scissor blades.
  - To make sure you do not stab yourself with the scissors when you are using your comb, you should always 'palm' them. This means simply taking your thumb out of the handle. Scissors should feel comfortable in your hands. They should become an extension of your fingers.
  - Practice holding them as often as you can. These are the tools that could earn you a good living. When you are cutting, only the top blade of the scissors should be moving and you should be moving only your thumb, not your fingers. This can take a while to get used to.
  - Hold your scissors correctly, and then turn your hand so that your thumb is at the bottom and your palm is facing away from you. Now try to open your scissors. Only your thumb is able to move. This is how it should feel when you are working your scissors.



*Fig: 7.2.5: Holding position*

## Scissors and Comb

You should be able to hold both your scissor and comb together in one hand and have your scissors palmed. At first, this can feel awkward and uncomfortable but, with practice, it will get much easier. There are two ways to hold or 'palm' your scissors and comb; you can use either.

- Take your thumb out of the scissor handle, let the blades drop downwards and grip the scissors with your little finger. Your comb should point upwards with one end sitting in the palm of your hand.
- Again, take your thumb out of the scissor handle, but keep the blades pointing upwards and the handle against your palm. Grip your comb between your thumb and index finger.
- Channelling
- Serrating
- Slicing
- Twist cutting
  - **Channelling:** This is a technique for cutting short hair. It is used mostly for men's haircuts. Channelling creates movement and direction in a haircut by making channels, which separate the hair. You will achieve best results with this technique if you use it on dry hair. Place two fingers on the client's scalp, one finger-width apart. Using your other hand, put your scissors flat on the scalp, between your two fingers, and cut.
  - **Serrating:** This technique is used to create layers and external shapes. It can be used on wet or dry hair. Hold your scissors at an angle and use the tips of your blades to cut into the hair. This will give the hair a serrated edge and help to soften the shape of the cut.
  - **Slicing:** Slicing reduces the weight of the hair internally and externally to add movement and texture. The technique is used on a finished haircut, which can be either wet or dry. Hold your scissors open (cutting freehand) and slide them down the shaft of the hair, slowly opening and closing the blades. Slicing is a good way to take a lot of weight out of the hair the more often you open and close your blades, the more hair you will remove.
  - **Twist cutting:** Twist cutting creates volume by removing weight from the hair. It also gives a lot of movement and is most effective when used on curly or wavy hair. Take a one-inch section and twist the hair from the roots to the ends so that it stands straight up from the scalp. Hold the length of hair between your fingers and, with the blades open, move your scissors up the hair from the roots through to the ends.

## Exercise



Choose the correct option :

1. Hair has two parts: the \_\_\_\_\_ and the hair shaft.  
a) hair split ends                      b) hair cuticle                      c) hair follicle
2. Hair can be classified into three types: Caucasian Hair, \_\_\_\_\_ & Asian Hair.  
a) African Hair                      b) Malaysian Hair                      c) Russian Hair
3. The capability of the \_\_\_\_\_ should be to transform any trendy style to suit the client.  
a) Assistant Physiotherapist                      b) Assistant Chemist                      c) Assistant Beauty Therapist
4. The \_\_\_\_\_ shaped face is considered the best and most versatile as there is no style that doesn't look sensational on it.  
a) Oval                      b) Circular                      c) Triangular
5. A \_\_\_\_\_ is arrangement of hair in a certain way, occasionally using combs, a blow dryer, gel, or other products.  
a) Waxing                      b) Make-up                      c) Hairstyle

## 8. Carry Out Application Of Simple Mehndi Designs



Unit 8.1 - Carry Out Application of Simple Mehndi Designs



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Demonstrate different henna designs
2. Illustrate the process of carrying out simple mehendi/henna designs

## UNIT 8.1: Carry Out Application Of Simple Mehndi Designs

### Unit Objectives

At the end of this unit, participant will be able to:

1. Demonstrate different henna designs
2. Illustrate the process of carrying out simple mehndi/henna designs

### 8.1.1 Henna or Mehndi

A dye that colours the skin red and gives a cooling effect when applied on the skin is called Henna or Mehndi. It is used to decorate hands and dye the hair.

In order to reveal the dyed colour, the dried henna on the hair or skin is washed properly with water. Henna is applied on the hands and feet of many Asian brides.

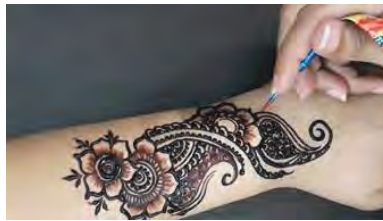


Fig 8.1.1.1: Mehendi design

### 8.1.2 Tools And Supply

Products required for the application of mehndi are as follows:

- Mehndi is basically a reddish dye used to apply on hands and legs and also on hair.
- To apply mehndi in a salon, you would require a pencil mehndi cone, a clear plastic sheet, towel and tissue paper.

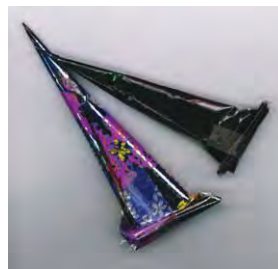
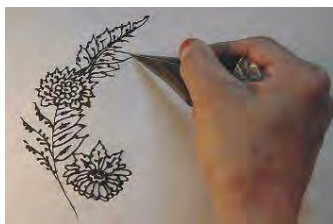


Fig 8.1.2.1: Mehendi cone

- The mehendi cone must be held properly as shown below.



*Fig 8.1.3.1: Correct method of holding a mehendi cone*

- One must also take care to squeeze the right amount of the product.
- The mehndi mix must be of the consistency of mashed potato and must be smooth with no lumps.

### 8.1.3 Always Remember

To test mehndi, a little bit is applied to the inside skin of the hand and left for some time. If there is no redness or irritation in skin, it is safe to be applied on the client.

- Nowadays, mehndi also has chemicals mixed with it, so care must be taken to ensure that the client is not allergic to any of the ingredients.
- Mehndi is otherwise a cooling dye with medicinal properties which is traditionally applied on hand and feet, during weddings and festivals.
- However, care must be taken to avoid application of mehndi if there is a cut, a bruise or a burn.
- Mehndi application must also be avoided if a client is suffering from a skin condition.
- Expiry date of product must be checked before use.

### 8.1.4 Procedure

- Practise applying henna on a glass sheet rather than straight away applying it on hands.
- Make the design of henna on a table and then put a sheet of glass on it, ensure that it is covered completely.
- The most important step which must be followed when applying henna is holding the cone correctly. Ensure that you are comfortable while holding the cone; you can check it by trying to squeeze out henna.
- Do not apply too much force while squeezing it, as it is in liquid form and comes out without applying much force, in the beginning.
- While using henna, take out the pin from the cone and keep in a safe place so that you are able to put it back when your work is done.
- When you are ready to apply, take out the pin and squeeze.
- henna on a tissue paper first, you will notice that in the beginning it is black and hard but keep squeezing it until a soft and light colour mixture comes out.
- Keep cleaning the tip of the cone with the tissue paper while applying henna.

#### Simple Designs

- Straight lines: One must first practise making straight lines parallel to each other. This would help to get a hold on the cone and to understand how much pressure needs to be exerted.
- Dot: it is the basic design. One must try to make small neat dots.



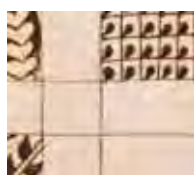
**Comma like design or leaf like structure:** Create a dot without lifting the cone, bend to produce a curve and then lift it away.



*Fig 8.1.4.1: Comma like design*

**Stamen:** Make a dot and keep the pressure downwards. Then lift the cone to make a pointed end.

**Making a heart:** It can be also used as a petal. Make one Stamen first. Then make a dot beside it, joining the two ends as you finish it.



*Fig 8.1.4.2: Simple mehendi designs*

**Petal 1:** Make a stem and a petal on top of it. Going back to the starting point, create a line shaped like S. Thicken the outer light with henna to highlight the petal. Make some filaments with thin lines.

**Petal 2:** Make a thick stamen. Make another one beside it and join at the end, not pointed but blunt.

**Petal 3:** Make a curvy 7 first. Make another joining from the starting point just like a heart but do not close it. Highlight the petal by making the outer line thick. Make filaments at the center with thin lines.

**Petal 4:** First make a comma, then again from starting point make a stamen just like an invert U. Highlight its curve.

While using the cone, the tip must be regularly wiped with a tissue else it tends to be messy and the designs don't come out well.

### 8.1.5 Sparkle Mehndi And Wood Block

- Sparkling mehndi comes in various colourful designs and is applied in special occasions. One can choose the colour according to their outfit.
- The mix of henna and glitter combined with skin friendly colours creates sparkling mehendi.
- The Sparkle mehndi uses a theatrical glue-paste that is bendable and completely waterproof after just a few hours. The colour remains intact even in a hot tub.



*Fig 8.1.5.1: Sparkle mehndi*

**Wooden blocks:** Wooden blocks can also be used to decorate hands. They include mehndi wood blocks such double wood block, fancy wood block, flower block, finger block, and fancy design blocks.



*Fig 8.1.5.2: Wooden blocks*

## Exercise

1. Which is not a primary design?  
a) Dot                                      b) Stamen                                      c) Petal
2. Henna has medicinal properties.  
a) True                                      b) False                                      c) Maybe
3. The tool for mehendi application is:  
a) Cone                                      b) Triangle                                      c) Square

### Practical

Use a mehendi cone and draw any three mehendi designs on paper.



## 9. Maintain Health And Safety Of Workplace



Unit 9.1 - Maintain the Health and Safety at the Workplace



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Identify risk and threat in the workplace and respond appropriately to them
2. Practise correct posture and correct lifting and carrying techniques

## UNIT 9.1: Maintain Health And Safety Of Workplace

### Unit Objectives

At the end of this unit, participant will be able to:

1. Maintain workplace safety and respond to several threats
2. Demonstrate correct posture for lifting and carrying heavy objects

### 9.1.1 Introduction

One of the fascinating areas for consumers is the Global beauty industry. The industry has been witnessing dramatic changes in the world market. These changes are mostly economic, cultural and social transformations are taking in different parts of the modern world.

### 9.1.2 Salon Health And Safety

An Assistant Beauty Therapist plays a very important role in maintaining the hygiene of the salon. It is important to be alert and careful about spreading infection. Along with denting the image of the salon, it risks the health and safety of the people trusting the parlour and its employees.

Hygiene maintenance is extremely important in salons. High standards of hygiene maintenance are necessary for controlling diseases and infections.

Be careful about the following:

#### Hands and Hygiene

Hands should be washed properly and regularly to avoid risks. The salon has many opportunities for contacting germs and cross infection, such as, shaking hands with friends and client's, working on the client's skin, etc.

- Ensure that the work area is clean.
- Hands should be properly washed after each session with soap and water.
- After washing hands, sanitizers should be used.

#### Chair and Couches in a Salon

Clean chair and sofas in the salon regularly. Regular cleaning reduces the risk of infection significantly. Chair and couches made from PVC or vinyl are easy to clean. When cleaning such chairs avoid disinfectants which have alcohol (ethanol) as this can react with the PVC/vinyl, to make it brittle, leading to cracks. It is very difficult to disinfect a cracked surface properly and it can become prone to germs.

#### Tools and Instruments

- Sanitise all tools well before every client and in between client's treatment.
- Use a good quality disinfectant to protect the tools and instruments.
- Make sure to follow the manufacturer's instructions. Your disinfectant solution must have rust inhibitors to protect metal equipment.
- Tools such as nail files should not be immersed in a disinfectant solution.
- If using the nail file for two clients, make sure that it is adequately sanitised. Follow a simple rule, if the nail file has come in contact with any body fluids, and then use a fresh one for the next client.

### Floors

- Keep close as clean as possible, routinely and regularly.
- Use a good quality floor disinfectant to clean the hot surface floor. Mop the floor after every treatment if you have clients walking barefoot. If anything drops on the floor, be it a small amount of wax or hair after a cut, clean it immediately.

## 9.1.3 Risk And Hazards In The Salon

This section covers the health and safety responsibilities for everyone in the hair and beauty therapy industry. You must always make sure that your actions do not create a health and safety risk. Many things can cause injury or accidents in the workplace so it is essential to recognise them and make them safe.



Fig 9.1.3.1: Potential risks and hazards at the salon

### Risk assessment and Control

Risk assessment and control are the responsibility of everyone and any health and safety risks you spot should be reported immediately. For your own safety, you cannot always act upon the risk and in such cases; you will have to inform a higher authority so that it can be dealt with.

It is crucial that you understand the terms 'hazard', 'risk' and 'control'. A hazard is something with the potential to cause harm; something that could cause an accident or injury. A risk is the likelihood that the hazard will actually cause harm; the threat of something dangerous happening because of the hazard.



Hazard	Risk
Electrical leads trailing on the floor	Tripping over leads
A light bulb that has blown	Accidents because of poor light
Highly polished floors	Slipping
Badly fitted carpet	Tripping over the carpet
Trolleys and desks overloaded with equipment and products	Tipping over furniture
Plugs that have loose or frayed leads	Possible electric shock or risk of fire
Rushing about too much, without concentrating	Bumping into people and causing an injury
Staff carrying tools in the pocket of their uniform	Cuts or wounds if someone bumps into them
Carrying too much at once	Cannot see where you are going which results in an accident or back pain
Breakages or spills that are not cleared up instantly	Cuts or slipping over
Unsterilized tools	Cross infection



Fig 9.1.3.2: Few types of risks at the salon

### 9.1.4 Health And Safety Rules

The water supply is used for sanitising hands and tools, cleaning the salon and for parts of the treatment, for example, masks removal or shampooing hair.

#### Your Responsibilities at Work

##### Working with Water

Report the following to your supervisor immediately:

- Blocked sinks, so that they do not overflow
- Water that comes out of the tap is of an unusual colour
- Any leak, loose tap, or cracked pipe Do not:

- Leave taps running, especially the hot water tap, as this is wasteful and very expensive for the salon.
- Flush mask products or other semi-solid products down the sink.

### Staff Areas

Your employer has a duty to provide a space in which employees can rest and eat. A staff room or separate area is important because it is not acceptable to eat in the reception or client areas. Even drinks in the salon should be reserved for clients, in order to maintain a professional image.

The staff room should have an area for staff coats and preferably lockers for valuables such as handbags and expensive tools. A separate toilet and washing facility would also be ideal, but this is not always possible and staff may have to share the toilet with clients. If that is the case, staff must give their clients preference and make sure that they leave the room spotless at all times. A staff area with comfortable seating, tea and coffee-making facilities and a microwave would also benefit the well-being of staff.



Click/ Scan this QR Code to access the related PPT

## 9.1.5 Common Workplace Threats

Threats	Responses
<b>Fire</b> Fire is a significant hazard for most businesses. There are three main causes: It is started deliberately. It occurs because people are not alert about fire hazards. It occurs because people are careless.	<ul style="list-style-type: none"> <li>• Safe storage of materials</li> <li>• Maintain fire exit routes</li> <li>• Routine checks/end of day checks</li> <li>• Fire fighting/protection equipment</li> </ul>
<b>Electric shock</b> There are hazards presented by the electrical installation (fixed wiring, plug sockets, distribution boards, etc.) and portable electrical equipment (any equipment that plugs into the electrical installation).	<ul style="list-style-type: none"> <li>• Routine inspection of equipment</li> <li>• Routine inspection of installation</li> <li>• Inspection, maintenance and testing carried out by competent person</li> <li>• Effective defect reporting system</li> </ul>
<b>Shoplifting</b> It is the act of stealing products from parlour by customers. The salon may face loss on losing expensive beauty care products.	<ul style="list-style-type: none"> <li>• Observe any suspicious behaviour of customers</li> <li>• Frequently check CCTV surveillance</li> <li>• Ensure that the guards/salon manager are there in case such incident comes to notice</li> </ul>
<b>Violence</b> May be either verbal or physical and could arise during robberies, terrorist activities, or customer complaints	<ul style="list-style-type: none"> <li>• Provide panic alarms, training, etc.</li> <li>• Cameras</li> <li>• Immediately report to police/authorities</li> </ul>

Threats	Responses
Hazards from machinery or equipment (when using or maintaining)	<ul style="list-style-type: none"> <li>• Make sure machinery and equipment are in good working order.</li> <li>• Electrical hair styling tools are required to be tested for safety in every six months.</li> <li>• Staffs should be adequately trained to use such tools.</li> </ul>
Environmental factors	<ul style="list-style-type: none"> <li>• The staffs should follow manufacturer's instructions when disposing of chemical products, sharps and infected waste.</li> <li>• For example, disposing of chopped hair which is infected with head lice.</li> </ul>
Staffs members are not following specific guidelines.	<ul style="list-style-type: none"> <li>• When a hazard is identified, one must make sure that all staff are aware of it (each salon will have its own procedure for reporting faulty equipment or machinery).</li> <li>• It is important to refer to or inform the manager if the machinery or equipment requires repair, purchase, or replacement.</li> </ul>
Spillage of any product	<ul style="list-style-type: none"> <li>• A spillage occurs while mixing, pouring and filling take place. Slippery floors are resulted from staff not following salon rules for tidying salon.</li> <li>• Make others aware by blocking the area with a chair to prevent an accident. Sweep up powder spills; mop up spills of liquid with correct procedures.</li> </ul>
When acid, grease or polishes are spilt.	<ul style="list-style-type: none"> <li>• Make others aware by blocking the area with a chair to prevent an accident.</li> <li>• Sweep up powder spills; mop up spills of liquid with correct procedures.</li> </ul>
Skin is pierced by used sharps	<ul style="list-style-type: none"> <li>• The staffs should follow manufacturer's instructions when using the tools and equipment that are sharps and can hurt the customer by any chance.</li> </ul>
Infected waste is left causing a hazard to salon staff and clients.	<ul style="list-style-type: none"> <li>• The staffs should follow manufacturer's instructions when disposing of chemical products or infected waste:</li> <li>• For example, disposing of cut hair infected with head lice.</li> </ul>

### 9.1.6 Electrical Hazard At Workplace

- All the electrical equipment should be regularly checked for following electrical safety.
- It is always advisable to go for routine checks for hair styling equipment. However, the maximum period that a tool can go without proper checks is 6 months.
- A competent person should conduct the check.
- These checking should be kept in a regular record book so that any of the equipment is not missed for checking and regularity is maintained.
- If any of the electrical apparatus is found to be faulty, the equipment should be immediately withdrawn from use.

The greatest hazard that may occur during working with electric gadgets is electrocution.

- Electrocution is a serious injury type caused by electric shock or when an electric current passes through the body.
- Accidents due to electric shock at hair styling parlours are caused when stylists are not careful with such tools, are present near the wash basins, or are working with damaged equipment.
- The effects from a shock can be anything from a simple tingling effect to instant demise.
- Knowing what to do in the event of an electrical shock could save a life.

Here are the guidelines to apply during electrocution:

The following procedure must be adopted while freeing a victim from electrocution:

#### Approach

- The first step is to approach the spot to find out if you run the risk of electrocution as well.
- Summon help from a colleague or your assistant, who is trained in treating electrocution victims.



*Fig 9.1.6.1: Check for the reason for electrocution*

#### Inspect

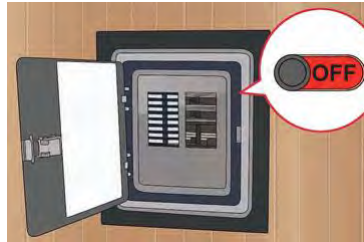
- Examine the accident scene to ensure if the source of electrocution is still active.
- Examine if the victim is still in contact with the source of shock.



*Fig 9.1.6.2: Approach the victim and inspect the accident from a safe distance*

**Disconnect**

- Disconnect the main power supply of the area.
- Avoid any electrical conductors in the surroundings.
- Touch the victim only if all power sources have been deactivated.



*Fig 9.1.6.3: Disconnect the source of power*

**Insulate**

- In case it is impossible to deactivate the power supply, the victim must be removed from the vicinity of the live power source.
- This should be done by wearing appropriate insulating PPE.



*Fig 9.1.6.4: Use insulators to approach the victim of electrocution*

**Rescue**

- The victim must not be removed in case of neck or spine injury.
- The area must not be crowded to allow sufficient breathing air.
- The victim's breathing rate and pulses must be checked.
- CPR may be incorporated if required.



*Fig 9.1.6.5: Perform CPR if required*

**Recollect**

- Never touch the victim or the surroundings without disconnecting the main power supply.
- Wear appropriate insulating gloves and shoes, to protect yourself from electric shocks.



Fig 9.1.6.6: After the person starts breathing, position the body as shown in the image

### 9.1.7 Posture, Lifting And Carrying In Workplace Threats

As per Manual Handling Operations Regulations 1992, HSE (Health and Safety Executive) states that people working at salons should follow the basic safety rules. This is related to the precautionary measures for skeletal and muscular disorders.

The risk of injuries increases due to improper manual handling and lifting of boxes full of hair styling products. To minimize the chances of injury and fatigue, it is important to maintain good posture.

Good posture is necessary not only for a healthy spine but also for overall health. Maintaining a good posture is essential as it supports your ligaments and muscles.

As an Assistant Beauty Therapist, you have to work for hours at a stretch while standing. In such situations, it is imperative that you maintain a correct posture. The ideal posture that should be on line comprises:

- Ankle bone
- Middle of knee
- Hip joint
- Tip of shoulder
- Back of your ear

You can clearly see this in the diagram (center).

To maintain appropriate posture, you should follow these aspects:

- Consider your head to be attached to an invisible string that is stretching you upwards.
- Refrain your body from slouching.
- When you stand straight, see the aspect that your weight is distributed evenly to your feet's balls and feet.
- Try not to lock your knees.
- Attain a firm standing position by tucking your tummy (stomach) in.

- Keep your shoulders straight and back.
- Try to keep the chin tucked in, and your head held up.
- If you are standing for a long time, you can shift your weight from one leg to another.



Fig 9.1.7.2: Left image shows incorrect posture, and right one shows correct posture

In case of handling heavy materials, you should maintain this posture.

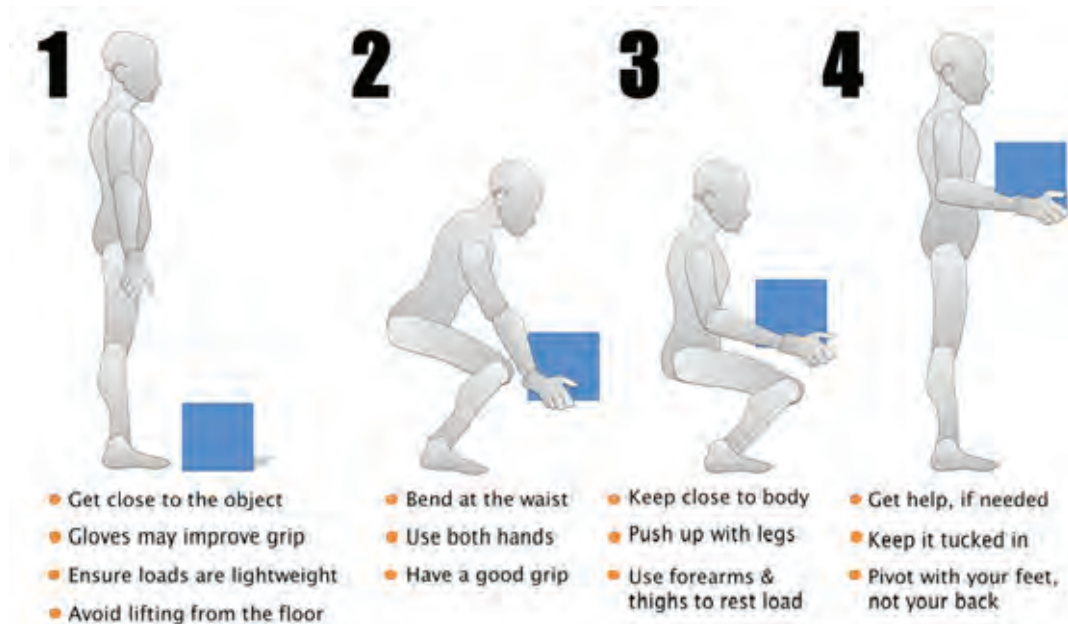


Fig 9.1.7.3: Correct way to lift packages



## 9.1.8 Equipment And Clothing

### Your responsibilities at work: equipment and clothing

Never use any equipment for which you have not received training.

Always wear the recommended protective clothing.

All products that could be harmful must be:

- Used safely according to the manufacturer's instructions
- Stored safely
- Cleaned up safely when split
- Thrown away safely

You must write down all the products you use, how they are used, stored, cleaned up and thrown away (including cleaning agents). You must do this because the products you use could:

- Be inflammable
- Be poisonous
- Cause irritation
- Have strong fumes
- Be dangerous, if inhaled

The simplest way to record information about the different products used by a salon is in a table, which is clear and easy to read. An example is given below.

### Maintain First Aid Kit and Keep Oneself Updated on the First Aid Procedures

#### First-Aid

- First aid is the basic stage of treatment which is provided to a person suffering a sudden illness or injury.
- The reasons for providing first-aid can be varied.
- First-aid should be provided with care to preserve the life of the injured person, prevent the condition from worsening or deteriorating and to promote a speedy recovery.

#### First-Aid Box

- First aid box is a container that has various medicines, ointments and other necessary things that required for treating basic injuries like minor wounds, cuts etc.
- First aid boxes are extremely important for emergency situations.
- First aid falls under a basic worksite facility.
- This is a necessary measure that is required at a workplace.
- It is essential to keep a first aid box at the worksite which consists of at least the basic materials that are required to treat minor injuries.





Fig 9.1.8.1: Basic first aid box

### Basic First Aid Treatment Relevant To The Condition

Basic injuries should be treated as soon as the injury occurs. This reduces the risk of the spreading of injury. Emergencies like minor wounds, bleeding, animal attack, breaks to bones, resuscitation, poisoning, eye injuries, etc. should be treated on the worksite itself. At least the initial stage of treatment should be provided to the worker who is injured. Therefore, a first-aid box is needed with relevant materials that can be used for emergencies and minor injuries.

The table below shows ideally what the basic first-aid box should consist of –

Basic First-Aid Materials	
Plasters in various sizes and shapes	Scissors
At least 2 sterile eye dressings	Alcohol-free cleansing wipes
Small, medium and large sterile gauze dressings	Antiseptic liquid like Dettol, Savlon etc.
Triangular bandages	Thermometer (preferably digital)
Crêpe rolled bandages	Rolls of cotton
Safety pins	Cream or spray to relieve insect bites and stings
Tweezers	Antiseptic cream
Disposable sterile gloves	Cough medicine
Antihistamine tablets	Distilled water for cleaning wounds
Eye wash and eye bath	Skin rash creams, such as hydrocortisone or calendula
Aspirin (should be excluded from children under 16), or ibuprofen	Painkillers like paracetamol for infant or children

### Principles of First Aid

- Act calmly and logically.
- Be in control – both of yourself and the problem.
- Be gentle but firm.
- Speak to the casualty kindly but purposefully.
- Build up trust through talking to the casualty throughout the examination and treatment.

- Avoid giving any misleading information.
- Never leave the casualty alone and continue to talk to him/her until the ambulance or doctor arrives.
- Continuously reassure the casualty.
- Send the casualty to a hospital or doctor by the quickest means of transport.
- Always inform the police about serious accidents.
- Inform relatives of the casualty.

### Providing First Aid to Victims

- In case of providing first aid in case of bleeding, burns, choking, electric shock, poisoning, etc. please follow the guidelines written below –
- Check the scene of injury and the person who is injured.
- Verify the scene to form an initial impression of the injury that may actually occur.
- If the person is bleeding, wash the area, and put thick gauze on the injured area with firm pressure.
- Check if the person is breathing properly or not.
- Check if the person is conscious or not.
- Provide necessary medicines as per the injury.
- Apply bandage in case of wounds and bleeding.
- Refer to a hospital or health care center in case the injury seems to be out of control.



Fig 9.1.8.2: Items in first aid kit

In case of providing first aid in case of a heart attack or cardiac arrest due to electric shock, please follow the guidelines written below –

- Check the scene of injury and the person who is injured.
- Verify the scene to form an initial impression of the injury that may actually occur.
- Check if the person is conscious or not.
- In case the person is unconscious, take measures to bring him/her back to consciousness.
- Check if the person is breathing properly or not.
- In case the person has difficulty breathing, take him to an open space.
- Sprinkle water on the back of the neck, shoulders, face, head etc. and also make the person drink water.
- Make him, or she feel safe and comfortable before the arrival of professional help.

### Basic Techniques of Bandaging

The bandage is a kind of dressing that is used for covering the fresh wound, especially when the wound is bleeding. It is important to for any employee to know how to do proper bandaging. For that, it is essential to know proper bandaging technique when providing first aid to a person who is injured.

Application of bandages on injury is for protection, compression and support. An incorrect bandaging technique can increase the damage. On the other hand, if the bandage is applied properly, it can help in healing the wound at a faster pace.



*Fig. 9.1.8.3: Correct technique of bandage application*

There are various kinds of bandages that are available in the market. In case of emergency, there are two types of bandages that are mostly used. They are shown below:

### **Triangular Bandages**



*Fig. 9.1.8.4: Triangular bandages*

- Stretch the bandage.
- Use a long stretch to create triangular bandages that can be used in the future.
- Cut the fabric approximately into a square.
- Cut the square diagonally.
- Ensure that the two halves are equal and form two triangles.
- Sterilize that bandage.
- Dry it before using.
- Use it to cover the affected area of the injured person.
- Make sure the whole area is covered.

### **Roller Bandages**



*Fig. 9.1.8.5: Roller bandages*

- Let the individual be in the position where he or she feels comfortable.
- before bandage, application make sure that the affected part has enough support
- While wrapping the affected part, ensure that you are holding the bandage's "head" end and looping the bandage from the "tail" end
- Loop few centimetres of the bandage to the affected area, loosen a bit and continue with the process to maintain the tightness.
- At each turn, start with a locking turn and then hold that in place.
- Make sure that the bandage's turn (each) does cover 2/3rd of the former turns.
- Cover the dressing completely and complete it with straight turn at the bandage's end.
- Secure the bandage with medically approved adhesive tape

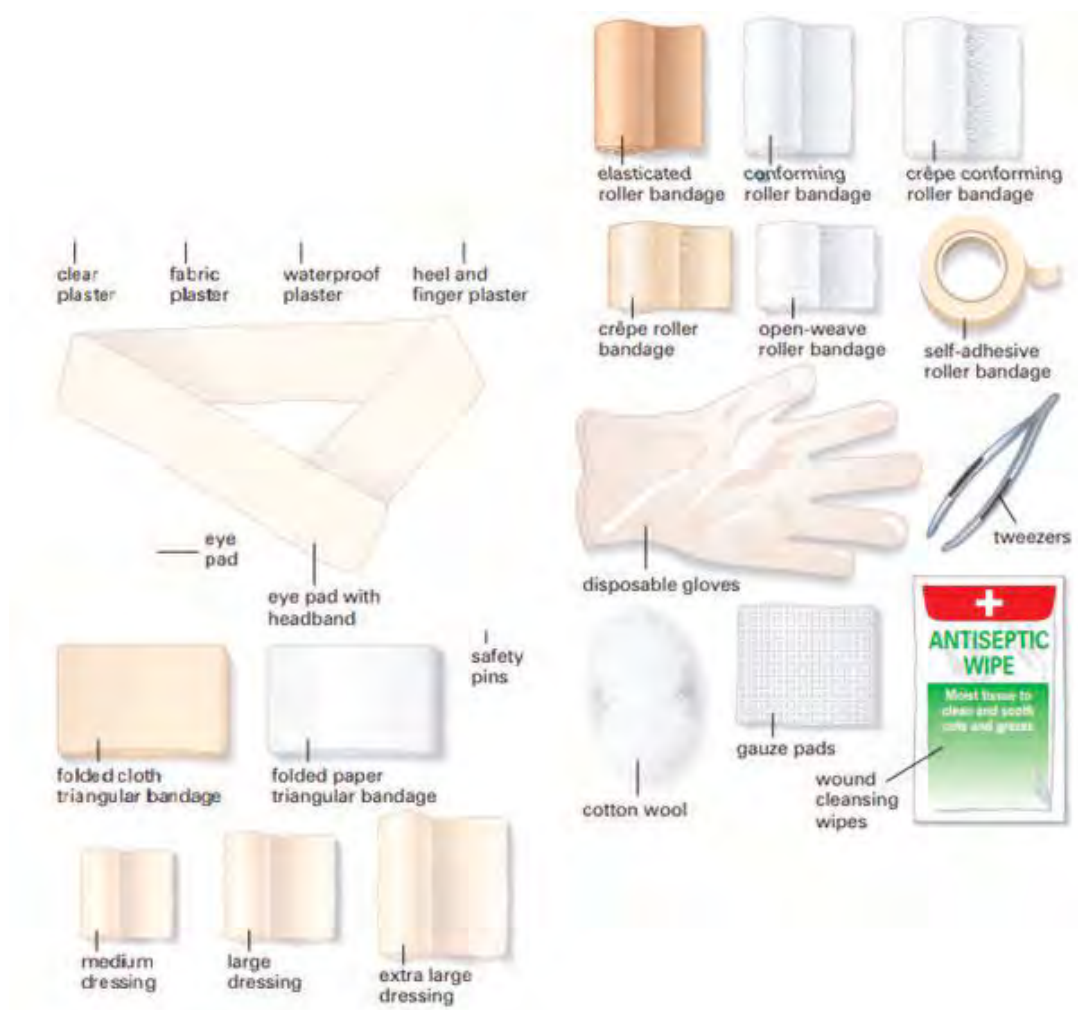


Fig. 9.1.8.6: Mandatory first aid elements (bandages and gauzes)

#### Safety Measures While Handling the Equipment

- Any equipment at the premises must be in good working condition.
- All the tools and equipment should be cleaned and dried after use and be kept in a clean and dry condition.
- If reusable item is sterilized on site, they must be sterilized again.

- All equipment must be thoroughly cleaned regularly or at least at regular intervals.
- Cleaning of equipment could be done through by scrubbing, using an instrument washer, and ultra-sonic cleaner before the process of sterilization.
- Equipment which is difficult to clean and sterilize, should only be used once and then thrown away (single-use only).
- If needles are used in any skin penetration procedure, they must be single-use and properly disposed into an appropriate container.
- Articles which are used in a skin penetration procedure but do not penetrate the skin must be thoroughly cleaned and kept in a clean condition.
- Towels or other types of linen used for covering or protection during the procedure must be clean at the start of each treatment.
- Linen should be washed in detergent and hot water regularly or at least at regular intervals.

**Practical****Practical 1- Correct posture and lifting methods**

Practise correct posture for sitting, standing and lifting.

## Exercise



1. What is not a part of the nail structure?  
 a) Nail plate                      b) Nail bed                      c) Cuticle                      d) All of these
2. Salon hygiene includes cleaning of:  
 a) Floors                      b) Instruments and tools                      c) Chair and furniture                      d) All of these
3. What is the response towards shoplifting?  
 a) Review CCTV footage                      b) Notice suspicious behaviour  
 c) Make sure guards are on duty                      d) All of these
4. An Assistant Beauty Therapist may suffer headache and migraine due to:  
 a) Muscle tightness                      b) Long conversation with client's  
 c) Hair-dressing                      d) All of these
5. An Assistant Beauty Therapist can suffer injury due to which of the following:  
 a) Correct lifting methods                      b) Poor posture  
 c) Moving heavy objects with caution                      d) All of these
6. When dealing with a fire at work, do:  
 a) Leave all doors unlocked wherever possible  
 b) Keep flammable products such as aerosols away from heat  
 c) Report anything that you think may be a fire hazard  
 d) All of the above
7. Which out of these are potential hazards in a salon?  
 a) Electrical leads trailing on the floor                      b) Overfilled trolleys  
 c) Plugs that have loose or frayed leads                      d) All of the above
8. When dealing with electrical equipment:  
 a) Switch off and unplug all machines after use  
 b) Check that all equipment trolleys are stable and not on uneven floors  
 c) Wind up wires and cables neatly  
 d) All of the above
9. When picking up a large or heavy item:  
 a) Bend at the knee                      b) Use both hands to grasp the item  
 c) Do not bend from the waist, as this could damage your lower back  
 d) All of the above

## 10. Create A Positive Impression At The Workplace



Unit 10.1 - Creating a Positive Impression at Workplace

Unit 10.2 - Professional Skills

Unit 10.3 - Language Skills



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Maintain good appearance and behaviour
2. Identify the code of conduct for an Assistant Beauty Therapist
3. Execute tasks as per organisation's standards
4. Communicate and record information
5. Practice how to work effectively as part of a team
6. Develop a professional attitude towards client
7. Discuss the importance of professional skills for your role
8. Discuss the importance of Language skills
9. Practice language skills needed for your role



## UNIT 10.1: Creating A Positive Impression At Workplace

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Maintain good salon ambience
2. Maintain good appearance and behaviour
3. Practice how to work effectively as a team

### 10.1.1 Introduction

A professional salon works efficiently depending upon the effectiveness of the therapists and how it is run. A professional salon is consistent on their standards and maintains a good housekeeping. Effective salon procedures make sure that everyone has clear job responsibilities and routine jobs are done without fail. This is essential to maintain a good healthy and safe salon.

### 10.1.2 Reception Area

The reception area is where the clients come in and make their first impression of the salon. To create a positive impression makes sure that:

- The reception area and desk is always clean and tidy.
- If there is a flower arrangement it must be fresh.
- Magazines are in a good condition or available for the client.
- There are no empty cups or other unnecessary things lying around.

### 10.1.3 Staff Room

The staffroom is the area in the salon which belongs to the working staff. Essentially it is your space. Make sure after using the staffroom:

- You put away all magazines or books in their right places.
- Wash the dishes you or your client have used and put them away in the right place.

### 10.1.4 Providing A Caring Environment

There are often clients who come to a beauty parlour not for any special treatment but for some relaxation.

**A caring environment means:**

- A positive approach to words work and people.
- Being well groomed, stay neat and clean.
- Always acknowledge a client even if you are busy. Be courteous and friendly to everyone.
- Give full attention to the client once you have taken them on. Do not chat or gossip with others when you are doing a treatment.
- Put the client at ease with your behaviour. Everyone looks forward to an efficient and reliable therapist. Value your own time and that of the client and ensure you keep the salon updated. Do apologize to the client if she has been waiting for you.

### 10.1.5 Making The Clients Comfortable

An important part of customer service is ensuring the client's comfort in every way. At the physical level you can make sure:

- The client has comfortable seating.
- The room has the required air conditioning, heated or cooled as per requirement.
- Refreshments like tea, coffee are offered to the client.
- Some reading materials like magazines are there for the client.

### 10.1.6 Communication

Communication is the process or activity of sharing/conveying information through the help of messages using methods like speech, writing, visuals, signals or behaviour. The process of communication has four major components:

**Answering the Telephone:** The way a salon's telephone services operate can make or break its image. Thus to ensure excellent customer service it is important to use good telephone techniques.

**Communicating by Telephone:** Telephonic conversation is very different from one-on-one conversation. In a telephonic conversation you can hear the voice (tone and volume) but you cannot see the facial expressions and body language. Thus it can be said that communicating by telephone is approximately 25% words and 75% the way the words are spoken or the tone of voice.



*Fig 10.1.6.2: Attitude to carry when talking over the phone*

#### **Your Voice:**

Your voice and tone is extremely important when you are speaking on the phone.

#### **Remember to:**

- Speak clearly in an even voice, neither too loud nor too soft.
- Smile when you greet on the phone, it can be heard.
- Your posture can affect your voice too, so make sure you are sitting straight.
- Speak directly into the mouthpiece to make sure that your voice is clear.

#### **Your words:**

Words once spoken cannot be taken back. When speaking on the phone choose your words with care. Take messages with great care, double checking on names and phone numbers.

**Your body language:**

Even if you cannot see the caller and vice versa, body language can be heard over the phone.

- Make sure to smile
- Listen for the caller's body language, breathing, pauses etc.
- Focus on your conversation

**Problems with Telephone Communication**

- Possible background noise
- Not being face to face with the caller
- Difficulties of language and accent
- Being distracted by things around you

**Reduce these difficulties**

- Listen with empathy and attention
- Avoid distractions
- Use a good telephone set to minimise noise
- Concentrate on your conversation
- Speak clearly and check for understanding

**Answering the phone - Announce yourself**

When you answer the phone, always begin with a greeting, and identifying your salon and yourself. For e.g. "Good morning/afternoon, this is XYZ salon, Nisha speaking. How may I help you?"

**Answering the Call**

First impressions are very important especially in the beauty industry.

Try to answer the phone within 3 rings. This gives a feeling of engagement to the caller. It also gives you time to stop what you were doing and answer the phone with your correct greeting.

Some things you can keep in mind when answering the phone are:

- Smile and greet the caller
- Say the name of your salon clearly and then your name.
- Listen carefully and take notes to understand the caller's needs correctly. Also cross check with the caller to ensure you have the correct information

Remember, you do not know who is on the other side on the phone and first impressions count.

When trying to understand the client's needs over the telephone it is essential that you have good questioning techniques. Let us see how you can structure and control the conversation using questions.

Question	Establishing the purpose	Example
Open	Establishing the nature of the call	"How may I help you?"
Closed	To establish or confirm information	"Did you want to cancel your booking for today?"
Probing	Understanding the need	"Can I fix you an appointment for today?"
Reflec- tive	Checking for and showing understanding	"So I am writing that you, Mrs Sharma is confirming for a treatment at 4 pm today for a facial and hair colour with Suman?"
Closed	Closing the call	"Thank you for calling. Please tell me if i can be of any other help."

Different callers have different needs. As the operator you need to be on the same wavelength as the caller to ensure best communication.

#### **A caller in a hurry:**

If the caller is in a hurry then you need to be efficient and quick. If the caller sounds angry and makes a complaint then you need to be calm, patient and understanding. If the caller sounds worried make sure you are empathetic and listen actively.

#### **Taking messages at the reception**

- You will receive calls for members of the staff who may be busy. Since they are not available the caller may want to leave a message, in such situations write the message down to ensure that you do not forget.
- Make sure that you write all the messages neatly and correctly. When taking a message make sure you write down:
  - The caller's name and number
  - Name of the person who the message is for
  - The date and time of the call
  - The message in brief

#### **Telephone ethics for the staff**

- You must understand that the reception telephone in the salon is for salon purposes only.
- Ask your friends and family to call you only in an emergency.
- Make your conversations brief so that you do not cause inconvenience to any customer who may be trying to call the salon or waiting to make a call.
- Do not use your mobile phone during a treatment. You can keep it on silent mode in the staffroom and check it during your break.

### 10.1.7 Code Of Conduct For An Assistant Beauty Therapist

A certain degree of professionalism is expected from everyone who works in a salon. As an employee who comes in direct contact with the client's make sure:

- You are respectful and courteous to others. You do not indulge in gossip or criticism of other members of the salon.
- You are sincere and honest in your dealings.
- You follow the rules of your workplace.
- You do not use slang language in front of your client's or the members of the staff.

#### Tact

In beauty services it is essential to always handle the client and any situation with that and sensitivity. Especially, in cases of contra indications of any treatment. In such situations the client may feel embarrassed about their condition and will really appreciate your discretion.

In such a case always remember to:

- Have empathy with the client
- Not speak loudly about the contraindication
- Make the client comfortable and inform the client about treatments that can be done
- Be professional and caring so that the client feels reassured and cared for

#### Tolerance and Respect

Working in a beauty salon will bring you in contact with different people who will have different values and views in life. Everyone will not always agree with you however you must learn to respect others and recognise different views. Your client's will be of different religions and faith. It is important that you do not show any prejudice, bias or intolerance.

#### Confidentiality

As an Assistant Beauty Therapist you will be privy to a lot of personal information about your client's, their names, addresses, phone numbers etc. In addition during the treatment client's open discuss their personal lives with a therapist. Always listen politely when the client's talks, however make sure you are discreet and do not disclose what the client has said to you to anyone.

- Be professional in all your dealings with the client even when exchanging confidences.
- If the client is telling you about his or her problems do not think that you can tell the client your problems to remember the client is here to relax get the treatment done and feel good.

### 10.1.8 Hygiene And Personal Appearance

In the beauty and wellness sector therapists work very closely with their client's. Therapists with bad breath or bad body odour can be great put off for the client. Having a very high standard of personal hygiene is essential for an effective Assistant Beauty Therapist.

- Have a bath every day.
- Groom your hair well. Make sure the hair is tied back neatly.
- Pay attention to your dental hygiene. No client wants a therapist whose breath is smelly. Make sure to brush your teeth before every treatment to avoid bad breath.
- Keep away from smoking drinking alcohol or other drugs during work time.
- Pay attention to the condition of your hands and nails. Keep your nails short and well groomed.

- Pay attention to your hand hygiene. Make sure you wash your hands before attending to a client. Also wash your hands every time you go to the toilet.
- Wear a clean fresh and well ironed uniform.
- Maintain your health and hygiene by eating good food and getting exercise.
- Be aware of your own personal grooming. Make sure your make up is appropriate and not too heavy. Male Assistant Beauty Therapists should be clean-shaven and have neat facial hair.
- Have a separate pair of shoes for the salon which are strong clean and functional.

### 10.1.9 Things To Avoid

There are certain habits that have severe ill-effects on one's health. Such habits should be avoided for a healthy life. These include:

#### Alcoholism

It is the tendency in which one consumes alcohol to cope with difficulties or to avoid the feeling of sadness. The ill effects of alcoholism are:

- Increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis) etc.
- Reduced work focus and drop in performance.
- Degradation in social and economic status.
- Induces withdrawal symptoms like anxiety, trembling, fatigue, headache, depression etc.

#### Tobacco

Tobacco is the second largest cause of death in the world. It claims one death in every six seconds. Its effects are:

- It is a major reason for oral cancer which affects mouth, tongue, cheek, gums and lips.
- Chewing tobacco lessens a person's sense of taste and ability to smell.
- Smokers face a greater risk of suffering from lung cancer.

#### Ghutka

Each sachet contains 4000 chemicals, including 50 that cause cancer like betel nut and tobacco flavouring. Impact of Ghutka on health:

- Loss of sensation in tongue
- Disfigured mouth
- Increased sensitivity to heat, cold and spices
- Inability to open the mouth
- Swelling, lumps, rough spots on gums or in other places inside the mouth
- Unexplained bleeding in mouth
- Difficulty in swallowing and finally Mouth Cancer

### 10.1.10 Work Effectively As Part Of A Team

A beauty salon tries to anticipate and fulfill client's' needs in a healthy and happy salon environment. Happy clients mean thriving business. In order to achieve your salon's objectives, you and your colleagues need to agree on ways of working together in the salon towards a common goal.

A salon team will always be made up of people with different strengths and weaknesses and it is important to make full use of everyone's strengths and try to improve the weaknesses.

A team will also be made up of different personalities and it is important for everyone to get along when working together as part of a team. The team will only be effective if everyone feels they are working equally and resentment will build up if some team members are not working as hard as others. Make sure you are an effective team member by working as hard as you can.

Regular team meetings ( ideally weekly) will help to maintain a good working relationship, as any problems can be sorted out in a business-like forum.

#### **How to be an effective team member**

On joining a salon, you will become part of a team and will be expected to work with other team members, your colleagues, to ensure the smooth running of the salon.

A good team has:

- Clear objectives and a sense of direction
- Good balance of planning and action
- The right number of people
- Good communication
- Flexibility and tolerance
- Clear job roles
- A sense of humour
- The right mix of skills
- Good listening skills and exchange of ideas
- Enthusiastic, committed team members
- A fair but decisive leader

If we act irresponsibly, it may affect the whole team.

#### **Team spirit can be lost:**

- if one member of the group works on his or her own, that is, not as part of the team
- if there is a breakdown in communications
- if team member(s) is unwilling to be flexible and tolerant of others' mistakes
- when there is too much work for too few people
- When job roles become blurred and people encroach upon areas they should not.

#### **As a team member, it is your responsibility to know:**

- Staff members of the salon
- Who is responsible for what
- Who to go to for information and support

**Remember**

- If you need help or information, you should ask for it politely. Stating why you require assistance will explain to other members of staff how they are helping you. Being polite and professional at all times will promote team spirit.
- When a colleague asks for your help, you should respond willingly and politely to the request.
- Anticipating the needs of others and offering prompt assistance is a must
- Being capable and competent means doing a job as well as you have been trained to do. Do not attempt to bluff your way through a job; this could put a client or colleague at risk.
- Being responsible for your actions involves taking responsibility for any mistakes you may make and taking the appropriate action to minimise any further damage.

**Remember**

- Treat others as you wish to be treated.
- Never attempt to do a job that you have not been trained to do.
- Never try to cover up mistakes. This will only make things worse.
- Never carry out a task if you are unsure.
- Always check with a colleague who has more experience or is in authority so that you get it right.
- Always make sure you understand what is being asked of you. The ability to listen carefully is an important skill. Show that you understand by nodding your head.

### 10.1.11 Acting Within The Limits Of Your Responsibility

When we are working in a salon, we must execute all tasks as per the organisational standards within the limits of our authority.

**Scenario A**

A colleague asks you to start an application of full head bleach and you agree to do so. You have mixed the product and are halfway through the application when the stylist tells you that you have used too weak a strength of hydrogen peroxide and, as a result, the hair will not lift quickly enough. She is going to have to re-mix the product and start the application again. As she will have to use two lots of product but can only charge the client for one, you will have to foot the bill for the first wrong application.

In your group, discuss how this situation might have been avoided.

**Scenario B**

You cut a teenager's hair. At the end of the service she tells you that her mum is going to come in later to pay. You allow the client to go and the mother never comes into the salon with the money. Your manager is upset because you have cost the salon money and tells you it will be deducted from your wages!

In your group, discuss the limits of your authority in this situation.

**Appropriate Behaviour with Customers**

As an Assistant Beauty Therapist, your major work and time is invested in dealing with salon clients and customers. Your business depends solely on the number of customers attracted to take services from you and how happy they are at the end. When dealing with customers, it is of utmost importance that their interest should be kept in mind. While dealing with customers, always remember:



- Customer's choice and decision should be at the top. Never force any one to take a specific service. You may suggest but do not force.
- If a customer does not wish to go for a particular service you are suggesting, do not feel bad and that should not affect the service you are giving.
- Never get too personal with the customer.
- Never get indulged in personal conversation with colleagues or on phone while customer is waiting for you to start the process.
- Be calm if at all a customer complains. Do not be too defensive. You can always apologise and give a service free or discount.

## UNIT 10.2: Professional Skills

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Describe professional skills necessary for an Assistant Beauty Therapist
2. Practice the professional skills needed by an Assistant Beauty Therapist

### 10.2.1 Introduction

Developing strong professional ethics is very important towards the success of a person. One must know how to motivate and evaluate oneself professionally.

Motivation is the ability to keep oneself able of satisfying desires, expectations and goals professionally and otherwise.

Developing and following a code of ethics for your business helps you set the tone for your employees, reassure your customers that you have their best interests at heart, and establish your working area as a reputable workplace.

### 10.2.2 Decision Making And Problem Solving

The ability to solve problems is essential to success. Below is a list that shall help you direct your problem solving skills.

**Steps in decision making and problem solving:**

- Recognise that there is an issue.
- Identify the issue.
- Check for alternative solutions.
- Weigh the pros and cons of every solution and decide the best one.
- Implement the chosen solution.
- Evaluate the solution.

As an Assistant Beauty Therapist, you should:

- Understand the problem, try to find out the possible solutions and then suggest the solution which is the best.
- Tackle the various problems of customers who lack the technical background to solve the problem on their own.
- Avoid delays by identifying immediate or temporary solutions.

Discussed below is a scenario where you will be required to use your problem solving skill. A client is angry client comes into the salon complaining that the perm you carried out over a month ago has dropped and she has an uneven curl result. She demands her money back. You are unauthorised to do so. Following is how you may deal with the situation:

- Listen carefully to the customer and be sympathetic towards him/her.
- Ask him/her to take a seat and relax while you call the higher authority to speak to him/her.
- Explain the situation in detail to your superior, so that he is able to understand the situation of the customer.

- Be there with the superior so that you are able to understand about the problem and how it must be dealt with.
- Provide your inputs only if asked.
- Do not lose your temper.
- Do not be rude with the customer and assure him that his problem will be resolved.

In another situation, a regular client comes into the salon for a treatment without an appointment. The following is how you should be dealing with it:

- You should never make a client feel unwelcome
- Be as accommodating as possible
- If it really is not possible to fit the person in at that time, make an appointment.
- This is also to be followed with clients who show up late for an appointment or the stylist is over-booked.
- Rescheduling appointments work both ways as a result of staff sickness or clients not being on time.
- Most clients are flexible when dealt in an open, genuinely apologetic manner.
- You must also display flexibility when a client changes the booking.
- Try to accommodate the client's need.
- The receptionist will need to be made aware, so that the time slot is not double-booked.
- Flexibility is the way to encourage new and repeat business.

### 10.2.3 Planning And Organising

When you plan you must set objectives and a course of action to achieve it. Organising is the function of management that involves allocating human resources and developing an organisational structure, to ensure the accomplishment of objectives. Prioritising is important to planning and accomplishing your daily task.

#### Prioritising Tasks

For efficient working, we should prioritise our work. Let us see what can be the possible steps. The first step is to itemise the tasks. Then create a 'TO DO' list, create a list each day. There will be common tasks that occur daily or weekly and these will be carried out each day. As new tasks are given to you, add them to the list. When you have completed your task list, you would be ready to tackle the tasks you need to do in order of importance.

- Dealing with a customer's enquiry is more important than putting the products on shelves/at their place.
- Getting customers billed is more important than talking to your colleague.
- Some tasks are needed to be completed before specific deadlines, for example, cleaning and setting the work area at the end of the day for next day.

This is called prioritizing your tasks.

#### As an Assistant Beauty Therapist, you should:

- Plan and organise documents and files related to service feedback
- Plan and manage work routine according to beauty salon procedure
- Understand the client schedules & bookings and maintain the workplace, tools and product stocks to meet the schedule with no delay
- Maintain complete records of treatments, client's and product stock levels with no mistakes
- In a positive manner, accept feedback and develop on the shortcomings

## 10.2.4 Time Management

Managing time effectively in order to allot right time to the right activity is known as time management. An individual is able to allot proper time slots to activities as per their importance with the help of effective time management. Time is always limited therefore one must make the best use of it. Effective Time Management includes:

- Planning effectively for setting objectives and goals.
- Delegating responsibilities and prioritising activities.
- Avoiding time robbers such as gossiping, extended breaks and spending the right time on right activity.

Your priorities may be quite clear - serving customers and performing daily routines. So on your list; the highest priority will be to serve the customer. The worst enemy to personal effectiveness is 'time-wasters'. They include:

- Being disorganised – not doing enough thinking or planning before starting a task.
- Not being able to say 'NO'. Taking on too much can mean nothing gets done.
- Making personal telephone calls. You are at work. Calls should be restricted to urgent or emergency calls.
- Failing to listen to and understand instructions.
- Leaving tasks incomplete, do not feel like doing it or becoming bored.
- Being easily distracted, or spending too much time talking about personal topics with other staff members.

In a busy salon, you will be asked or instructed to carry out many different services. Your job list may contain a number of items and instructions may be fired at you in quick succession.

Here are some guidelines to help you.

- Make a list of the jobs you have been asked to do.
- Check with the relevant person that you have written them all down.
- Ask which ones are priorities, i.e. which ones need to be done first.
- Tick off the jobs/services as you carry them out.
- If you are unsure of any of the tasks that you are expected to carry out, confirm with another member of the team before you begin.
- If a list has been left for you and you cannot understand the writing, ask a colleague to have a look.

### Urgent and Important Matrix

This matrix will help you plan and organise your targets and schedule to help you meet the company's expectation from you. This matrix helps you understand:

1. What should be done?
2. What should be planned?
3. What should be resisted?
4. What should be rejected?

	Not Urgent	Urgent
Not Important	<b>Quadrant 1</b> <u>Avoid</u> Reading or following irrelevant information Gossiping Using social media apps during client services Cigarette breaks	<b>Quadrant 2</b> <u>Reject But Explain</u> Pointless activities or routines Misunderstanding amongst colleagues and clients Emergencies that can suddenly occur Insignificant requests from others
Important	<b>Quadrant 3</b> <u>Manage and Plan to do Them</u> Managing details of customers Arranging inventory Scheduling activities of the day Displaying various hair styling products in the store	<b>Quadrant 4</b> <u>Focus</u> Meetings with colleagues and superiors Planned tasks Demands from superiors Emergencies and customer complaints

### 10.2.5 Customer Centricity

This business requires one to be customer centric. To be customer centric you must do everything from the environment that you place them in, and the way you serve those customers and their experiences. This approach is applicable for external customers, daily customers, and frequent customers and also to colleagues.

**As an Assistant Beauty Therapist, you should be:**

- Committed to excellence of service, courteousness and have a pleasant personality
- Able to handle customers who may be frustrated, stressed, confused, or angry
- Able to use customer centric approach and build better customer relationships
- Clean the professional uniform with neat combed hair, closed-in footwear, maintaining personal hygiene and cleanliness (shower/bath) and oral hygiene like clean teeth and fresh breath
- Maintain a hygienic workplace every time, according to the beauty salon legal health and safety standards
- Sanitize the hands, clean all working surfaces and using disposable products and sterilised tools
- Manage the storage/disposal/cautions of use of products and learn fire occurrences, precautions, hygiene practices, disposal of waste and environmental protection practices
- Use, handle and store beauty products, tools & equipment safely according to the manufacturer's instructions

## UNIT 10.3: Language Skills

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Explain the need and importance of language skills
2. Practice the language skills needed by an Assistant Beauty Therapist

### 10.3.1 Introduction

An Assistant Beauty Therapist works in a customer facing role. Communication – speaking, listening, understanding plays a vital role. This section focuses on understanding and building listening, speaking, reading and writing skills.

Reading, writing, listening and speaking are essential skills to ensure good communication. If communications break down it is a problem for everyone.

To be effective you must be able to:

- Read: information that is critical to carrying out your job effectively
- Write clearly and concisely in the prescribed manner
- Speak clearly confidently and accurately
- Listen carefully with empathy to what is being said

### 10.3.2 Listening Skills

#### Listening Skills

Listening is the first step towards understanding and thus delivering.

Communication is effective when one understands what is being said.

#### Importance of Listening Skills

- It adds to the productivity of workers. The assignment given to the workers can be understood properly if only they listen carefully, it also help them in understanding what is expected out of them by their management.
- If your comprehension skills are strong, you will be able to build strong rapport with your managers, co-workers, and customers. Managers and employers trust those employees who can listen to the instructions carefully and act accordingly.
- Problems of customers are easily solved by those who listen carefully.
- Workers with good listening skills work better in a team based environment. A portion of work is assigned to each team member which when completed will have to fit with the results of other team members. The work results of those who were able to listen carefully will fit better than those you were not careful while listening.

Listening is the skill and it must be learnt. Here are a few pointers to help you listen well.

- Eye contact must be maintained with the speaker, as this will assure the speaker that you are paying attention to what he/she is saying.

- Let the speaker finish what he/she is saying, do not interrupt him as it might irritate him/her.
- Body language is very important while listening. If you sit still when listening you give a message that you are paying full attention to the speaker. When you nod your head it shows that you are listening and agree with what is being said.
- Being attentive to what the speaker does not say is as important as being attentive to what is being said by the speaker.

You must concentrate while talking to your customer and display your attentiveness with your eyes and ears to absorb what is being told. Effective listening to what your customer speaks about herself indicates the course of therapy for them.

### Barriers to effective Listening

Many things get in the way of active listening.

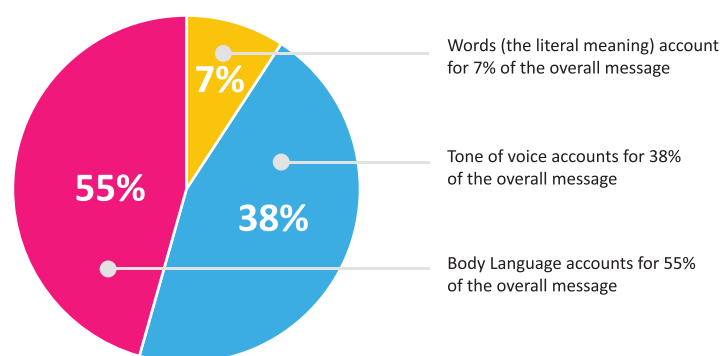
- The Listener must be aware of biases and prejudices. Most of these prejudices are based on culture or language differences.
- Try to adapt to changes, do not let fear, worry or anger hamper your listening skills.
- One must be very attentive while listening; lack of attention can create a lot of problems.

## 10.3.3 Body Language

Actions speak louder than words. When communicating with customers (and other members of the team) we use a combination of:

- Words
- Tone of voice
- Body language and non-verbal signs

**The 3 elements are not of equal importance.**



*Fig 10.3.3.1: Facts revealed from research. It should not be assumed that the same body language can be used while interacting with customer as and at home.*

As an Assistant Beauty Therapist, you must understand that even when silent, you still communicate your inner feelings and true thoughts to customers through your posture, services and other non-verbal cues.

**Let us look at some positive body language tips:**

1. **Express interest with eye contact:** Eye contact must be maintained while the customer is talking to you. Not doing so might make the customer feel that you are not interested in listening thus leaving a bad impression about you and your organisation.
2. **Avoid non-verbal barriers:** You must not hold any unnecessary object in hand while interacting with the customer. Your hands must be empty so that you are able to interact properly without any physical barrier.
3. **Demonstrate that you are listening to customers:** You must tilt your head, nod and lean forward while interacting with the customer.  
 These positive non-verbal signs confirm you are engaged and attentive during a customer interaction, and actively listening when faced by a disgruntled customer.  
 On the other hand, crossing your arms across your chest and looking around clearly shows a lack of interest and even disrespect towards the speaker.
4. **Your hands and feet reveal true feelings:** Pointing fingers seems rude therefore you must adopt hand gestures. Avoid crossing your legs and arms as it sends a “closing down” message when you are dealing with an unhappy customer.
5. **Personal space is important:** Be professional at all times and respect the personal space of the customer.
6. **Adopt a Posture of confidence:** You must appear confident in front of the customer. Avoid biting your nails, fiddling with your hair and jewellery as these are the signs of nervousness.

### 10.3.4 Speaking Skills

#### Speaking

The ability to convey your thoughts and opinions to the other person through your voice and words is known as speaking. It is a skill which allows the user to convey his message in a convincing and thoughtful manner.

For an Assistant Beauty Therapist, professional effective speaking helps in convincing customers, informing them about products and services and ensuring through words about effective and exclusive services.

As an Assistant Beauty Therapist, you need to:

- Discuss task lists, schedules, and work-loads with co-workers
- Question customers appropriately in order to understand the nature of the problem and make a diagnosis
- Keep customers informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- Manner and tone, professional, supportive, respectful





*Fig 10.3.4.1: Verbal communication*

- Speak clearly and precisely in a courteous manner and develop a professional relationship
- Ability to listen and understand the local language in dealing with customers and maintain confidentiality

Effective communication is based on trust, and if we do not trust the speaker, we are not going to listen to their words. To be effective when speaking you must:

1. **Be prepared and practice:** In order to get better, you need to practice what you want to say.
2. **Keep it short and simple:** Try to be precise and avoid using complex words while speaking.
3. **The main goal is fluency:** Do not get bogged down by trying to use jargons or exact grammar.
4. **You must also keep in mind** that the tone of your voice is perfect while speaking as tone plays a very important role in speaking.
5. **Clarity of Speech:** Speak with clarity. Do not speak too fast or too slow or else you might lose the client's attention. When you speak clearly you are able to convey your message properly without any confusion.
6. **Speak with compassion:** Your compassion is depicted in the way you speak, so speak in such a way that the customer feels that you care for them and have empathy for them.
7. **Speak with conviction:** If you want the customer to believe you then you must speak with full conviction. It might be a change of service or to purchase products you have recommended to them.
8. **Questions:** Do not forget to ask questions as they are equally important. In order to engage the customer, ask them open ended questions and be prepared to answer them too.
9. **Use appropriate language:** Do not speak using slang or any other form of inappropriate language.

#### **Barriers while speaking**

There are certain barriers to speaking that you must avoid:

1. Messages which are not clear
2. Inconsistency in the process of communication
3. Sentences that are not complete
4. Inability to understand the receiver
5. Use of words that are negative

### 10.3.5 Reading Skills

Reading refers to the specific abilities that enable a person to read with independence and interact with the message.

#### Importance of reading

1. Reading helps to develop the mind.
2. Through reading we learn new things.
3. Reading helps to develop our imagination and creativity.
4. Reading gives knowledge and thus power to our success in our careers.

#### Three Components of Reading are:

1. Decoding: Means to identify what is written
2. Comprehension: It is defined as the level of understanding of a text/message. This understanding comes from the interaction between the words that are written and how they trigger knowledge outside the text/message
3. Retention: It is the ability to keep something in the memory

#### Techniques for good reading skills:

There are three techniques for effective reading:

1. Scanning
2. Skimming
3. Reading for Detail

#### Scanning

In a given text, scanning is used to look for a specific piece of information. In scanning, you don't pay attention to every detail, you only look for information that you specifically need. You can stop reading once you find the specific information.

#### Skimming

Skimming is used to identify the main points in a document. When you skim read a passage, you should get all the essential information from the passage.

#### Reading for Detail

When you read complete passage from the beginning to the end it is called reading for detail. You should read each and every sentence in the given document if you are reading for detail.

#### An Assistant Beauty Therapist needs to:

- Update your knowledge through regular reading of information regarding your field.
- Read your customer queries sent in written.
- Use your reading skills to read and analyse the billing during any discrepancy.
- Read about new products and services with reference to the organisation and also from external forums such as websites and blogs.
- Keep abreast of the latest knowledge by reading brochures, pamphlets, and product information sheets.
- Reading and writing comprehension to understand communicate and maintain processes, techniques, records, policies and procedures.

**Some examples where you need to read are:**

- Appointment details
- Customer records
- Product labels
- Treatment Information
- Promotional materials etc.

**Understanding**

When the customer finishes sharing about his/her needs and wants summarise what he/she has said. This helps in confirming whether you have clearly understood what the customer has said. Also help your customers to understand what you are trying to say; ensure that you speak clearly.

**Writing**

Representation of language through inscription of symbols and signs is referred to as writing.

- Its relevance – sticking to the point
- Its structure – it must be organised
- Its style – easy to read and suited to the job

**As an Assistant Beauty Therapist, you need to:**

- Write clearly, concisely, accurately with a view to promote understanding.
- Do not use jargon or abbreviation that is known only to you
- Follow standard organisational procedures while recording information
- Some areas where you use writing skills are:
  - Writing details in appointment book
  - Filing customer record
  - Billing
  - Writing a report

## Exercise



1. \_\_\_\_\_ is the way of communicating your thoughts and opinions to the other person using your voice and words.  
 a) Listening                                      b) Speaking                                      c) Reading                                      d) )  
 Writing
  
2. \_\_\_\_\_ is a medium of communication that represents language through the inscription of signs and symbols.  
 a) Listening                                      b) Speaking                                      c) Reading                                      d) )  
 Writing
  
3. Rate yourself on a scale of 1-5 with 1 being the lowest and 5 the highest to see if you are a good listener.
  - o When the conversation begins, do I make myself comfortable and forget about the clock?
  - o Do I make eye contact and notice body language?
  - o Do I speak less than 50% of the time if two of us are talking?
  - o Do I resist helping others say what they're trying to say? Do I finish their sentences, or supply words they may be struggling to find?
  - o Do I respond as they speak, using body language in a way that affirms and encourages them to keep talking? A nod or a smile, or even a laugh when it fits can draw others out and encourage better communication.
  - o When I speak, do I ask questions because I really want to know more?
  - o When I do not understand something, or have not heard clearly, do I stop and ask for a repeat of what they've said? Or do I "fake it" and let them continue, hoping to catch on later?
  
4. List 5 components of effective speaking
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
  - d) \_\_\_\_\_
  - e) \_\_\_\_\_
  
5. List down the facts that you will keep in mind while talking to a customer  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# 11. Employability Skills

Unit 11.1 - Employability Skills - 60 hours



Scan this QR Code to access the Employability skills module

<https://www.skillindiadigital.gov.in/content/detail/1-10d218cd-31f0-41d0-a276-b41ec3b52013>










## 12. Annexures



### Annexure

S. No.	Module	Unit No.	Topic Name	Page No.	URL(s)	QR Code(s)
1	1	1.2	About Beauty & Wellness Sector		<a href="https://youtu.be/7nDm_myL6B4">https://youtu.be/7nDm_myL6B4</a>	 Click/Scan this QR Code to access the related video
2	2	2.1	Maintain Workarea		<a href="https://www.youtube.com/watch?v=9sgp1XGESuU">https://www.youtube.com/watch?v=9sgp1XGESuU</a>	 Click/Scan this QR Code to access the related video
3			Prepare & Maintain Workarea		<a href="https://youtu.be/m2vchOfkvho">https://youtu.be/m2vchOfkvho</a>	 Click/Scan this QR Code to access the related video
	3	3.2	<b>Skincare Services</b>			
4			Cleaning, Toning and Blackhead removal		<a href="https://youtu.be/shDS7G0tx9o">https://youtu.be/shDS7G0tx9o</a>	 Click/Scan this QR Code to access the related video
5			Facial (Full)		<a href="https://youtu.be/o3ov8_zJ1ME?t=5">https://youtu.be/o3ov8_zJ1ME?t=5</a>	 Click/Scan this QR Code to access the related video
6			Facial Massage		<a href="https://youtu.be/OyO8R8yTfoA">https://youtu.be/OyO8R8yTfoA</a>	 Click/Scan this QR Code to access the related video
7			Facial station preparation		<a href="https://youtu.be/pH_vaj6Mog0">https://youtu.be/pH_vaj6Mog0</a>	 Click/Scan this QR Code to access the related video
8			Hand Sanitization		<a href="https://youtu.be/x9iM0LyqHRU">https://youtu.be/x9iM0LyqHRU</a>	 Click/Scan this QR Code to access the related video
9			Mask or Pack Application		<a href="https://youtu.be/hX7xA0HNezE">https://youtu.be/hX7xA0HNezE</a>	 Click/Scan this QR Code to access the related video
10			Sun cream Application		<a href="https://youtube.com/shorts/1s_Uw8tIPUQ">https://youtube.com/shorts/1s_Uw8tIPUQ</a>	 Click/Scan this QR Code to access the related video
	4	4.1	<b>Waxing</b>			
11			Arms Waxing		<a href="https://www.youtube.com/watch?v=-7dIQvL8M3U">https://www.youtube.com/watch?v=-7dIQvL8M3U</a>	 Click/Scan this QR Code to access the related video



S. No.	Module	Unit No.	Topic Name	Page No.	URL(s)	QR Code(s)
12	5	5.1	Manicure Services		<a href="https://www.youtube.com/watch?v=1VHMh6XbRR0">https://www.youtube.com/watch?v=1VHMh6XbRR0</a>	 Click/Scan this QR Code to access the related video
13		5.2	Pedicure Services		<a href="https://www.youtube.com/watch?v=7bDfcqHnMPw">https://www.youtube.com/watch?v=7bDfcqHnMPw</a>	 Click/Scan this QR Code to access the related video
	6	6.1	Makeup Services			
14			Makeup Removal		<a href="https://youtu.be/2ZNdYrqZ8Z8">https://youtu.be/2ZNdYrqZ8Z8</a>	 Click/Scan this QR Code to access the related video
15	9	9.1	Guidelines on Health Hygiene		<a href="https://youtu.be/ktAYvoSEKhM">https://youtu.be/ktAYvoSEKhM</a>	 Click/Scan this QR Code to access the related video
16	10	10.1	Creating a Positive Impression at Workplace		<a href="https://youtu.be/XGVwVEB8EUA">https://youtu.be/XGVwVEB8EUA</a>	 Click/Scan this QR Code to access the related video

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