Outcome 1-

G) Describe salon requirements for preparing yourself, the client and the work area.

The therapist should always make sure they are in the correct posture when sitting, lifting and carrying when doing certain working methods for health and safety reasons to prevent Repetitive Strain Injury. It is also advised that therapists do regular hand exercises to prevent cramps. Standing posture is just as important as sitting posture due to the long hours.

Before undergoing any treatment, the client must be in protective clothing for health and safety reasons. Every client should feel comfortable with the amount of privacy they receive and they must always be comfortable and positioned correctly to avoid any bodily strain on the client or the therapist and to also ensure the client gets the maximum benefit from the treatment.

The work area must be clean and hygienic at all times for health and safety of the clients and therapists. Height adjustable chairs are used to find the perfect position for the client and therapist during treatments to prevent injury. Correct lighting and ventilation is important in terms of maximum quality treatments. The noise, temperature, music, ambience must be kept minimal for the clients satisfaction. No loose wires or equipment should be lying around to prevent hazards. Therapists must ensure any spillages/ unused chemicals are seen to straight away, all waste is disposed of correctly and all pedal bins have liners.

In general, all tools must be sterilised and work surfaces disinfected at all times. All workers and therapists must ensure they cover all cuts and abrasions as well as hands always being sanitised. Therapists must make sure to change to clean towels between each client and that all products are dispensed through a spatula, pump or spray to avoid cross contamination. Disinfection of tools can be done through heat, chemicals, bactericides, fungicides, viricides and UV.

H) Describe the environmental conditions suitable for microdermabrasion skin treatment.

The most suitable environment conditions for facial electrotherapy treatments is for the heating to be warm for the clients comfort, for the lighting to be soft and calming. The noise level and music selection is to be made relaxing, there should be sufficient ventilation with a pleasant aroma. The therapist should ensure there is privacy of the work area so the client feels comfortable. It is important that health and safety requirements are carried out throughout.

I) Describe the different consultation techniques used to identify treatment objectives.

In the consultation, the therapist should ensure they actively listen to their client and ask open questions related to the treatment. The therapist should listen to the clients requirements and expectations and give visual and manual checks throughout. The therapist should give the client aftercare advice and ensure the client is satisfied with their treatment. The therapist can refer to the clients record cards at any time.
J) Describe how to select products and tools to suit client treatment needs, skin types and conditions.
After carrying out a consultation and skin analysis, the therapist should have generated an idea of their clients skin type, characteristics and any skin conditions. This way, the therapist knows what products they can and can't use on their client during their treatment. To prevent over exposure to chemicals and products there are a few things to consider; the routes of entry to the body (preventing inhalation, ingestion), absorption (correct application techniques, manufacturer's instructions), personal protective equipment, correct ventilation, decanting products, eye protection, contact lenses, good housekeeping techniques, salon hygiene. Over exposure to products symptoms may be; irritation in eyes, nose, throat, skin irritation, excessive erythema, blistering grazings and blood spots.

K) Describe known contraindications that may restrict or prevent microdermabrasion treatment.
Contraindications that may prevent the treatment; inflamed or infected skin conditions, herpes simplex, contagious skin disease, malignant melanomas, client on medication that causes skin thinning or inflammation, keloid scarring, diagnosed scleroderma, haemophilia, insulin controlled diabetes, epilepsy, circulatory disorders, dysfunction of the nervous system HIV, UV exposure, vitiligo, psoriasis, neurodermatitis, infected acne, client undergoing any medical treatment without consent from GP. Contraindications that may restrict the treatment; tattoo in the treatment area, pigmented naevi, moles, recent dermabrasion or chemical peel treatment, recent scar tissue, varicose veins, cuts, abrasions, bruises, collagen, restylane or similar filler injections, recent botox treated areas, couperose conditions, spider naevi.

L) Describe the importance of carrying out a skin analysis.
A skin analysis is important as it gives the therapist a clear picture of the current state of their clients skin, from which a suitable treatment plan can be made. It can also spot any possible issues early, which the therapist can help prevent.

A skin analysis is carried out using a magnifying lamp. The clients eyes must be protected using damp cotton wool pads. The clients face and neck are all checked to find the correct skin type, skin conditions and characteristics. The therapist must record all results onto a record card for future treatments. A suitable treatment plan can then be made and recommendations of suitable products can be given by the therapist.

M) Describe the effects and benefits of a microdermabrasion treatment.
Possible benefits; reduces fine lines and wrinkles, smooths and softens skin surface, stimulates production of natural collagen, reduces flaccidity, enhances penetration of active products, improves appearance of stretch marks and scares, lightens hyperpigmentation, increases blood and lymph flow, eliminates milia and blackheads, clears spots. Possible effects are mild
erythema, skin may be taut and itchy for the first 48 hours, temporary dryness, slight skin shedding, temporary hypersensitivity, mild sunburn sensation for the first few hours.

Outcome 2-

H) Explain how to communicate and behave in a professional manner.
Communicating in a professional manner is vital as it gives the therapist and salon their reputation. Ways to communicate in a professional manner include, taking the time to listen to the client and their needs, informing and inspiring, avoiding engaging into inappropriate conversation, good use of eye contact, positive and open body language, tone of voice and positive word choice.
Behaving in a professional manner is just as important as communicating, ways to behave in a professional manner include; good punctuality, being aware of your surroundings, positive attitude, working effectively alone or in a team, avoiding non verbal barriers and giving clients and other workers their personal space.

I) Describe health and safety working practises.
The therapist should always be aware of the rules and regulations in the salon. All spillages should be cleaned immediately and any slippery surfaces must be reported. Therapists should ensure they have easy access to trolleys and equipment, all tools must be disinfected and sterilise as well as work surfaces and equipment. All therapists and clients must wear protective equipment when needed. All electrical equipment should be checked to make sure it's all still in fully safe and working order. All products must be PAS tested before use. The therapist must always make sure they are in the correct posture when sitting, lifting and carrying when doing certain working methods for health and safety reasons to prevent repetitive strain injury. Chemical products must be stored properly and stored to manufacturer’s recommendations. Waste disposal is also important ensuring all waste is placed into the correct bin, all bins should be lined. Therapists should be aware of data protection when storing clients information. Therapists must be aware of the routine in the event of a fire and also must be aware of their first aider. Any accidents must be recorded.

J) Explain the importance of positioning yourself and the client correctly throughout the treatment.
It is important that the positioning of the therapist and the client is correct throughout the treatment as the part of the body that is getting treated on should be directly in front of the therapist to avoid them leaning into the clients personal space and to avoid straining the body (RSI). This also ensures that the treatment is performed to it’s ‘maximum ability. The therapist must position the client's body so the client is comfortable and so that the therapist can remain as much possible, upright, joints aligned, without bending forwards, twisting or reaching out in front of them.

K) Explain the importance of using products, tools and techniques to suit client treatment needs, skin types and conditions.
It is important that the correct products are being used to ensure that the treatment being delivered is beneficial to the client and their needs. If incorrect products are used this could cause a risk of reaction to the skin. The correct tools must always be used in every treatment for health and safety. Use of incorrect tools could cause serious injury to the client and even the therapist. All tools and equipment must be sterilised to avoid cross contamination. The correct equipment to match every treatment and skin type must be provided for each treatment, if not, the treatment must not be carried out. The therapist must have a clear understanding of how every treatment works and what its purpose is to ensure they are able to give the correct recommendations to each client with their skin type. It is important that the therapist is qualified and educated on each treatment they’re giving to avoid any risk of harm towards the client.

L) Describe how treatments can be adapted to suit client treatment needs.
All treatments can be adapted to suit the clients needs in ways such as; adjusting the treatment to suit skin sensitivity, visual erythema, intensity turned down, timing shortened, frequency of treatment, combination of electrical equipment, products applied to the skin, and adjusting the intensity over specific areas.

M) State the contra-actions that may occur during and following treatments and how to respond.
There are a few contra-actions that may occur such as; excessive erythema, blistering, swelling, excessive discomfort, bruising, blood spots. In the event of any of these happening, all product must be removed, a cool compress should be placed on the affected area, refer to GP. the client should be recommended to avoid makeup and cosmetic products, use anti allergenic products, avoid sunlight, sunbeds, use sun protection even in normal daylight.

N) Explain the importance of completing the treatment to the satisfaction of the client.
The therapist and the client should agree the result verbally and have written through client feedback on their record card. This should contain the client objective, results of treatment, before and after photos, future treatments, they should also record any adjustments for future treatments. All details on the record card must be accurate.
It is important for the client to be satisfied with their treatment because it makes the customer loyal, it can also attract new customers.

O) Explain the importance of completing treatment records.
It is important to complete treatment records because it holds previous important information of the client and also prevents the same questions being asked over again. Record cards must always remain updated. Treatment records can hold vital information such as any contra-actions and contraindications that may of happened. This ensures that the therapist knows exactly what method of work they’re going to need to perform on the client.

P) Describe the methods of evaluating the effectiveness of the treatment.
Communicating verbally is the best way to find out how effective the treatment has been. If the client and the therapist are both in agreement of the results of the treatment, then it has been
effective. The client should be satisfied. A discussion of any contra-actions and any further treatments is to be discussed after. The client must be satisfied.

Q) Describe the aftercare advice that should be provided.
The client should be advised to not wear any makeup or perfumed products for 24 hours, apply healing products, use moisturiser, avoid sunlight/beds, avoid touching the area, avoid over-stimulating the area.

R) Describe the structure and function of the skin.
The skin has three layers, the epidermis, dermis and the hypodermis.
● Epidermis = this is the outer layer of the skin. This gives a waterproof barrier and gives our skin tone.
● Dermis = this layer is beneath the epidermis. This contains connective tissue, hair follicles and sweat glands.
● Hypodermis = this is the deeper tissue, which is made from fat and connective tissue.
The skin's function is to give Protection, regulation and sensation.

S) Describe the main diseases and disorders of the skin.
● Congenital = eczema, psoriasis
● Bacterial = acne vulgaris, acne rosacea, folliculitis, boils, impetigo
● Viral = warts, verruca, herpes
● Fungal = tinea
● Infestations = scabies, pediculosis
● Pigmentation = vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains.

T) Describe skin types, conditions and characteristics.
There are three different skin types, normal, oily and dry. Some people can have combination which is more than one of these skin types combined.
● Normal = This skin type often has fine texture with no visible pores. This skin base is usually smooth, supple and flexible due to no excess oils or dryness.
● Oily= This skin type often is shiney with slight thickening of the skin. Oily skin is usually sallow, coarse in texture with enlarged pores, congestion and comedones.
● Dry= This skin type often lacks moisture leaving it dry to touch. With this skin type you will usually find flakiness, fine texture such as the skin being thin and tight. Small pores are common with broken capillaries and ageing.
● Combination= This skin type is usually a mixture of oily and dry. It is most common for people with a combination skin type to have an oily t-zone (forehead, nose, chin) and dry cheeks.

There are three main skin conditions, mature, sensitive and dehydrated.
● Mature = This skin condition often has loss of elasticity, lose muscle tone and wrinkles.
● Sensitive= This skin condition often has pale skin which is dry. This skin condition usually colours easily such as redness and reacts to products more.
- Dehydrated = This skin condition often has normal, sebaceous secretions but is still flaky and tight.

U) Describe the growth cycle and repair of the skin.
The epidermis has 4 layers, stratum germinativum, stratum spinosum, stratum granulosum and stratum corneum. In the lowest layer, new cells are produced, as the new cells move to the surface and build up strength, they eventually start to break down and by the time they reach the surface, they become dead skin cells which are constantly replaced as they wear away and the cycle starts again.
When the skin is injured. It is important it repairs itself. To do this, it repairs the damaged tissue and replaces the lost tissue with new cells. During the process of repair, dead or damaged tissue is initially supplanted by scar tissue and eventually by healthy new cells, in some cases, the scar remains.

V) Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin.
The ageing process affects the skin as it results in loss of elasticity, dryness of skin, cell regeneration slows, slack muscle tone, thinning of skin, broken capillaries, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.
The lifestyle process can affect the skin through; occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, premature ageing, poor skin condition, loss of muscle tone, dehydration, poor circulation, excess fatty tissue, increased cellulite and slow metabolism.
The environmental process can affect the skin through; UV lights, weather, central heating, drugs, alcohol, serious illness, medication, occupation, dry, dehydration, premature ageing, wrinkles and loss of elasticity and slower metabolism.