f) Describe workplace requirements for preparing yourself, the client and work area

We should be fully prepared for carrying out make-up applications by ensuring we are smartly dressed and have great personal hygiene. Long hair should be tied back and jewellery removed. We should also be positioned comfortably so we can carry out the application effectively. Clients should be upright when applying make-up and we should have all the tools and products we will require to hand (make-up brushes, foundation, eye and lip products).

g) State the environmental conditions suitable for make-up

The treatment room should be warm and clean, with a comfortable chair or upright bed for the client to rest on. The room should be well lit with natural daylight where possible, we can also use an LED daylight lamp if necessary. Background music can be played to make the experience more enjoyable for the client.

h) Describe different consultation techniques used to identify treatment objectives

Questioning – Ask the client questions about the type of look they would like to achieve and the condition of their skin. It’s useful to ask the client if the make-up application is for an occasion and what outfit they plan to wear. This information will be useful during colour selection.

Visual – Examine the client’s skin (using a magnifying daylight lamp where possible) and discuss the type of products we intend to use and why.

Manual – Paper consultation forms can be used to gather and record information.

If we are treating a returning client we can also refer to the client’s record card and update where necessary.

i) Explain the importance of carrying out a detailed skin analysis

It’s extremely important to carry out a detailed skin analysis to ensure we use the correct products and provide an enjoyable treatment. If we fail to do this correctly the client may be unhappy with the end result and will not return to the salon. An incorrect product choice could fuel existing skin conditions, such as using oil based products on oily skin. By gathering as much information as possible about the client’s skin we are able to provide a more bespoke treatment.
j) Describe how to select products, tools and equipment to suit the client treatment needs, skin types and conditions

First we need to assess what the client would like to achieve from their treatment. For makeup applications we need to ensure the client is sat upright and comfortable. We then need to select suitable products which take into account the clients skin type and any skin conditions.

Oily Skin – Use light, oil-free products and apply powder to reduce shine.

Dry Skin – Ensure the skin has been exfoliated and is free from flaky patches. Apply a moisturiser containing essential oils, this will help restore moisture and soothe the skin, providing a good base for makeup application. Use products containing oil and avoid using powder.

Combination Skin - As this skin type requires different products for different areas it would be advisable to use oil free products on the T-Zone along with powder and oil based products on the normal to dry areas.

Normal Skin – This skin type is rare and works well with most products.

Sensitive Skin - This skin type can be sensitive to touch and products and must therefore be handled with care. We should use gentle products on this skin type, preferably those which are hypoallergenic and do not contain parabens or oil. We should also take extra care when using equipment and make sure we use soft brushes to apply makeup.

Acne prone and scarred skin – We can use heavier products such as full coverage foundation and concealer to help hide blemishes and scarring. However, we should not use oil based products on acne prone skin as this can cause the condition to flare up.

k) Describe how to identify skin types, conditions and characteristics

We can identify skin types, conditions and characteristics by examining the skin and discussing the skin with the client. Some common skin types and conditions are listed below:-

**Skin Types**

Dry Skin – Tight, dull complexion with flaky or itchy patches. Milia can also be present on the cheeks or under the eyes.

Oily skin – Enlarged pores and an oily sheen. Can also have comedones or papules/pustules.

Normal skin – Even skin tone with no flaking or oily sheen. This is a rare skin type.

Combination Skin – Oily T-Zone with dry patches on the cheeks or elsewhere.
Sensitive Skin – Skin that is sensitive to touch or products. Can result in redness or a rash.

**Skin Conditions**

Sensitive skin – Skin that goes red following touch or product application.

Dehydrated – The skin looks tight and has criss cross lines or broken capillaries.

Acne – Inflamed pustules or papules on the skin.

In-growing hairs – Where hair has grown beneath the skin. Can appear as a black dot or dome in the skin or as a pustular raised head containing the hair, if infected.

Keloid scarring – This is occurs when the skin heals excessively causing a raised scar. The scar can also be red and painful.

Hyper pigmentation – Increased pigment production causing an uneven complexion with dark patches on the skin.

Hypo pigmentation – Decreased pigment production causing an uneven complexion with light patches on the skin.

Seborrhoea – This occurs as a result of over active sebaceous glands and usually occurs in oily skin types. Appears as a red itchy rash.

1) **Describe the contra-indications which prevent or restrict make-up application**

The following contra-indications will prevent facial treatments:-

- Cold Sores
- Warts
- Impetigo
- Boils
- Conjunctivitis
- Styes

The following contra-indications will restrict facial treatments:-

- Cuts or abrasions
- Bruises or swelling
- Scar tissue
- Eczema
- Psoriasis
- Acne
- Skin tags
- Milia
- Tattoos
- Piercings
- Sunburn
- Broken capillaries

Outcome 2

h) State how to communicate and behave in a professional manner

To communicate in a professional manner we must be enthusiastic and polite, speak clearly and smile. We should have a positive attitude when speaking to the client and reassure them where necessary so they feel comfortable. We should use good language, no swearing or slang. We should behave in a professional manner by looking presentable, arriving on time (allowing time to set up for treatments etc) and being organised for the daily schedule.

i) Describe health and safety working practices

- Running water – Each treatment room should have its own sink with a water supply. We need this to sanitise our hands and equipment.
- Lighting – Make sure the room is appropriately lit. Bright enough for us to see clearly but not too bright, so our clients feel disoriented.
- Room Temperature – We must ensure the treatment room is between 16-20 degrees.
- Ventilation – Each treatment room must have a window to circulate fresh air.
- Cleaning and sanitization – We must clean and sanitise our tools and equipment after treating each client.
- Waste disposal – Contaminated waste should be disposed of using the yellow hazardous waste bags where applicable. Sharps should only be disposed in the sharps bin.
- No smoking, alcohol or drugs should be used in the workplace or between treatments.
- Food and drink should not be consumed in the treatment rooms.
- Accidents should be reported and documented in the accident book.

j) State the importance of positioning yourself and the client correctly throughout the treatment

It is important that the therapist is positioned correctly during the treatment to ensure they do not cause themselves injury and are able to perform the treatment properly. If not positioned properly we will not be able to reach the areas required and the clients experience will suffer. The client should be positioned correctly to ensure they are comfortable and relaxed throughout the procedure, thus avoiding injury. The client should be close to us in
order to provide an effective service but we should not invade their personal space unnecessarily.

k) State the importance of using products, tools and equipment techniques to suit client treatment needs, skin type and conditions

It is extremely important to select the correct products, equipment and tools when applying makeup. If the items selected do not suit the clients skin type or fail to take into account any conditions that may be present, we could damage the clients skin, cause irritation or make existing conditions worse.

l) Explain how to use corrective methods to suit client treatment needs, skin types and conditions

Foundation, concealor and powder – We can use these products to create a more even skin tone, giving the overall complexion a more polished finish. Powder is useful for oily skin as it help reduce shine. Concealor works well under the eye area to cover dark circles and can also make blemishes less prominent.

Eyebrow pencil – We can use this to correct uneven eyebrows and give the illusion of thicker eyebrows with a higher arch. This can make the eyes appear larger.

Lip Liner – This can be used to correct uneven lips and give the lips more definition.

Lipstick – Ideal for providing a more even colour to the lips and giving more depth. Using bright colours can make the lips stand out more and appear fuller.

m) State the contra-actions that may occur during and following treatments and how to respond

Watery eyes – Excessive watering of the eyes. We should remove the product using clean water and try a sensitive range.

Skin irritation – Redness or itching of the skin. We should remove the product using clean water and try a sensitive range.

n) State the importance of completing the treatment to the satisfaction of the client

Following makeup application the client should feel satisfied with their results. If the client is not satisfied they will lose faith in our skills and will not return to the salon. If customers are satisfied with the treatment they will spread positive comments through word of mouth. This will generate more custom, increase the lifetime value of existing regular clients and differentiate us from competitors. It will also help build staff confidence in performing treatments and allow us to address the needs of our clients more effectively.
o) State the importance of completing treatment records

We must complete a client record for each treatment. This should record the treatment type, products used, date, objective and outcomes. By keeping this record we gain a better understanding of the client and how they respond to certain treatments. We will also have a record of products used. Records can be viewed by each therapist treating the client, so they help share knowledge between staff, thus giving a consistent treatment. Client records note any changes in the clients skin over time and are required for insurance purposes.

p) State aftercare advice that should be provided

- Avoid touching the face and eyes
- Avoid exposure to sun and tanning beds
- Avoid swimming, saunas, steam rooms and hot tubs
- Give the skin a day of rest following makeup application to avoid break outs
- Use blotting sheets to soak up extra oil without ruining the make up
- Use a fixing spray to prolong results

q) Describe the structure and functions of the skin

Structure of the skin

The skin has 3 main layers:

Epidermis

This is the outside layer of the skin, it consists of 5 layers and does not have its own blood supply.

5 layers:-

- Horny layer – Scale like cells which are continually shed.
- Clear layer – Transparent cells which light can pass through, this can be seen on the palms of our hands and soles of our feet.
- Granular layer – Keratin is produced in these distinct granules.
- Prickle cell layer – Cells here are constantly dividing.
- Geminating layer – Cells here contain the pigment melanin. Cells of the epidermis are produced in this layer and divide continuously through a process called mitosis.

Dermis

The dermis forms the bulk of the skin and has only two layers.

The Papillary layer is directly under the epidermis and provide nutrients and oxygen to the germinating layer of the epidermis.
The Reticular layer is the main portion of the dermis and is where collagen and elastin fibres are produced.

**Subcutaneous Layer**

The subcutaneous layer contains mainly fat cells providing insulation, protection and food, whilst plumping contours.

**Functions of the skin**

**Sensation** – It is a sensory organ detecting, touch and temperature.

**Heat Regulation** – It helps maintain body temperature at 37 degrees through widening and narrowing of blood vessels.

**Absorption** – Allows us to absorb chemicals into our bodies.

**Protection** – Acts as a protective barrier against harmful chemicals, dirt and bacterial.

**Excretion** – Allows removal of waste from the body such as sweat.

**Secretion** – Produces sebum which helps protect the body.

**Vitamin D** – When sunlight hits the skin it causes a chemical reaction, producing vitamin D.

r) **Describe diseases and disorders of the skin**

Some of the most common skin diseases/disorders are:-

- **Acne** – A disease which affects the skin’s oil glands causing them to produce excess oil. This results in painful papules and pustules under the skin.
- **Eczema** – This is a long-term skin disease causing dry patches on the skin, which are often itchy and red. This can be treated with topical lotions.
- **Hives** – Red and sometimes itchy bumps on the skin’s surface.
- **Impetigo** – A common skin infection caused by bacteria. Caused blister-like sores which are very contagious.

s) **Explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone**

Natural ageing of the skin depends on a number of factors such as skin type, the thickness of skin, genetics, the number of threats skin is exposed to and how well the skin is cared for. As skin ages pores become more visible and elastin and collagen fibres harden making fine lines and wrinkles appear. Muscle fibres lose tone meaning facial contours become more slack. This is particularly noticeable around the mouth area where naso labial folds begin to appear.
Lifestyle and environmental factors such as exposure to sunlight/tanning beds, smoking, alcohol consumption, water intake and a poor skincare routine can also speed up the signs of ageing.

1) State the position and action of the muscles of the head, neck and shoulders

**Frontalis** – The main muscle of the forehead. This muscle lifts the eyebrows causing horizontal creases to appear.

**Corrugator** – This muscle is found between the inner eyebrows and draws the eyebrows together when frowning.

**Orbicularis Oculi** – A round muscle surrounding the eye. This muscle is used to close the eye and causes wrinkles known as crows feet at the outer corner of each eye.

**Temporalis** – This muscle cover the area around the ears to the corner of the jaw. Used to raise the jaw when we chew.

**Masseter** – Covers the jaw and lower cheek area and is used to lift the jaw and exert pressure on the teeth.

**Zygomaticus** – This muscle extends diagonally upwards from the corners of the mouth. We use this muscle when smiling.

**Levator Labii Superoris** – Runs upwards from the upper lip and assists in opening the mouth.

**Risorius** – Runs horizontally from the corner of the mouth to the cheeks and pulls the mouth sideways.

**Orbicularis Oris** – This is a round muscle that surrounds the lips and is used to purse the lips.

**Buccinators** – Forms the main part of the cheek and is a deep muscle that maintains tension in the cheeks.

**Depressor Anguli Oris** – Runs down from the lower lip and draws the corner of the mouth down.

**Mentalis** – This muscle lies over the chin and lifts the skin of the lower lip and chin.

**Platysma** – Starts at the chest and covers the neck to the mandible. This muscle pulls the jaw and lower lip down.

**Sterno-deido mastoid** – Runs down each side of the neck to the collar bone. Used to flex the neck and rotate the head.

**Trapezuis** – Large muscles attached to the shoulder blades, used to draw the shoulders back.
u) State the names and position of the bones of the head, neck and shoulders

Mandible – This is the only moveable bone in the face, the lower jaw bone.

Maxilla – Upper jaw bone and soft palate of the mouth.

Zygomatic bones – These are the cheek bones.

Turbinate – This is the spongy bone of the nasal passage.

Lacrimal – Inner part of the eye orbit which also forms part of the nasal passage.

Palatine – Forms part of the nasal cavities and hard palate of the mouth. This bone is found behind the Maxilla.

Vomer – This bone divides the nasal passages and if found inside the nose.

Nasal – Forms the bridge of the nose.

Clavicle – Collar bone.

Scapula – Shoulder blades.

Humerus – Large bone in the upper arm.

Cervical Vertebrae – Part of the spine forming the neck.

Sternum – Breast bone.

v) Describe the structure and function of the blood and lymphatic system for the head, neck and shoulders

The lymphatic system is a collection of tissues and organs that help rid the body of waste and toxins. It transports lymph, a fluid containing infection fighting white blood cells around the body.

There are two major groups of lymphatic vessels in the face, head and neck, superficial vessels and deep vessels.

The structure of blood consists of red blood cells which transport oxygen and white blood cells which help protect us from disease. The main functions of the blood are to transport oxygen and nutrients whilst protecting the body.