Overview

This unit is about providing eyelash and eyebrow treatments. It covers the use of a variety of consultation techniques to establish the service and outcomes required by the client. You will need to be able to provide eyebrow shaping treatments using a variety of work techniques. You will also need to be able to tint eyebrows and lashes for clients with different colouring characteristics (i.e. fair, red, dark and white). You will also need to be able to perm eyelashes to meet client requirements.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Consult with the client
2. Prepare for the treatment
3. Plan the treatment
4. Shape the eyebrows to meet client requirements
5. Tint eyebrows and lashes to meet client requirements
6. Perm eyelashes to meet client requirements
7. Complete the treatment
SKABT5v2
Provide Eyelash And Eyebrow Treatments

Performance criteria

You must be able to:

P1 Consult with the client by:
P1.1 using consultation techniques in a polite and friendly manner to determine the client's treatment plan
P1.2 discussing and agreeing the service and outcomes that are acceptable to your client and meet their needs
P1.3 maintaining the client's modesty and privacy at all times
P1.4 recognising contra-indications and taking the necessary action.

P2 Prepare for the treatment by:
P2.1 preparing the work environment to meet legal, hygiene and treatment
P2.2 ensuring your personal appearance meets organisational requirements
P2.3 making sure that environmental conditions are suitable for the client and the treatment
P2.4 helping the client into a safe, comfortable and relaxed position for the treatment
P2.5 sanitising your hands prior to treatment
P2.6 conducting a sensitivity test correctly on a suitable area of the client's skin according to manufacturers' instructions and organisational requirements
P2.7 informing the client in a tactful way if there is an adverse reaction to the sensitivity test and they cannot be treated
P2.8 record the outcome of the sensitivity test accurately on the client's records.

P3 Plan the treatment by:
P3.1 discussing and recommending suitable treatments and products for the client
P3.2 discussing and establishing the treatment plan with the client
P3.3 selecting suitable equipment and materials for the treatment plan
P3.4 positioning equipment and materials for ease and safety of use
P3.5 making sure the preparation of the client meets the agreed treatment plan.

P4 Shape the eyebrows to meet client requirements by:
P4.1 checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
P4.2 keeping the skin taut to minimise discomfort to the client
P4.3 ensuring that the hair is removed in the direction of the hair growth
P4.4 using suitable soothing products according to the needs of the client and manufacturers' instructions
P4.5 ensuring your own posture and position minimises fatigue and
the risk of injury whilst working.

P5   Tint eyebrows and lashes to meet client requirements by:
P5.1 checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
P5.2 effectively protecting the skin surrounding the area to be treated
P5.3 mixing tints in line with the manufacturer's instructions and the treatment plan
P5.4 minimising the spread of colour to the client's skin, clothes and surrounding areas during application
P5.5 carrying out application techniques according to the treatment plan and manufacturer's instructions
P5.6 applying the product evenly and ensuring the product fully covers the hair to be tinted
P5.7 removing the tint in the event of any contra-actions and apply a cold water compress to soothe the eye
P5.8 removing the product according to the colouring characteristics of the client and manufacturer's instructions
P5.9 making sure that the treated hair is left free of tint
P5.10 ensuring your own posture and position minimises fatigue and the risk of injury whilst working.

P6   Perm eyelashes to meet client requirements by:
P6.1 checking the client's understanding of the treatment prior to commencement and discussing any areas that require clarification
P6.2 sanitising your hands prior to treatment
P6.3 cleaning the area using oil free eye make-up remover
P6.4 ensuring the lashes are completely dry prior to treatment
P6.5 carrying out application techniques according to the treatment plan and manufacturer's instructions
P6.6 applying the product evenly and ensuring the product fully covers the hair to be perm'd
P6.7 developing the perming process according to manufacturer's instructions
P6.8 removing the perm and fixing solutions according to manufacturer's instructions
P6.9 ensuring the treated hair is left free of products
P6.10 ensuring your own posture and position minimises fatigue and the risk of injury whilst working.

P7   Complete the treatment by:
P7.1 checking that the finished result is to the client's satisfaction and meets the agreed treatment plan
P7.2 ensuring treatments are cost effective and are carried out within a commercially viable time
P7.3 ensuring client records are up-to-date, accurate, easy to read
**SKABT5v2**

Provide Eyelash And Eyebrow Treatments

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and complete

**P7.4**  giving treatment advice and recommendations accurately and constructively

**P7.5**  disposing of waste materials safely and correctly

**P7.6**  leaving the work area and equipment in a condition suitable for further treatments.
## Knowledge and understanding

### Organisational and legal requirements

<table>
<thead>
<tr>
<th>Knowledge and understanding</th>
<th>You need to know and understand:</th>
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</thead>
<tbody>
<tr>
<td><strong>K1</strong></td>
<td>your responsibilities under relevant health &amp; safety legislation</td>
</tr>
<tr>
<td><strong>K2</strong></td>
<td>the importance and reasons for sanitising hands</td>
</tr>
<tr>
<td><strong>K3</strong></td>
<td>why it is important to maintain standards of hygiene and the principles for avoiding cross-infection</td>
</tr>
<tr>
<td><strong>K4</strong></td>
<td>how to avoid potential discomfort and injury to yourself and the risks of poor positioning of clients</td>
</tr>
<tr>
<td><strong>K5</strong></td>
<td>the importance and reasons for keeping records of treatments</td>
</tr>
<tr>
<td><strong>K6</strong></td>
<td>the importance of the correct storage of client records in relation to the Data Protection Act</td>
</tr>
<tr>
<td><strong>K7</strong></td>
<td>how to minimise and dispose of waste from treatments</td>
</tr>
<tr>
<td><strong>K8</strong></td>
<td>why it is important to complete services in the given time</td>
</tr>
<tr>
<td><strong>K9</strong></td>
<td>the salon pricing structures</td>
</tr>
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</table>

### Client consultation

<table>
<thead>
<tr>
<th>Knowledge and understanding</th>
<th>You need to know and understand:</th>
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</thead>
<tbody>
<tr>
<td><strong>K10</strong></td>
<td>how to use effective communication and consultation techniques</td>
</tr>
<tr>
<td><strong>K11</strong></td>
<td>the reasons why it is important to encourage clients with contra-indications to seek medical advice</td>
</tr>
<tr>
<td><strong>K12</strong></td>
<td>the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner</td>
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<tr>
<td><strong>K13</strong></td>
<td>why it is important to maintain clients' modesty and privacy</td>
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</table>

### Preparation for treatment

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<thead>
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<th>Knowledge and understanding</th>
<th>You need to know and understand:</th>
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<tbody>
<tr>
<td><strong>K14</strong></td>
<td>the necessary environmental conditions for the treatment, including: lighting, heating and general comfort</td>
</tr>
<tr>
<td><strong>K15</strong></td>
<td>how to prepare treatment plans</td>
</tr>
<tr>
<td><strong>K16</strong></td>
<td>how to carry out a sensitivity test and why it should be conducted</td>
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<tr>
<td><strong>K17</strong></td>
<td>how to interpret the results of a sensitivity test</td>
</tr>
<tr>
<td><strong>K18</strong></td>
<td>how to cleanse the area to be treated</td>
</tr>
<tr>
<td><strong>K19</strong></td>
<td>the importance of questioning the client about known allergies</td>
</tr>
<tr>
<td><strong>K20</strong></td>
<td>why it is important to record client responses to questions about allergies</td>
</tr>
<tr>
<td><strong>K21</strong></td>
<td>the legal significance of client questioning concerning allergies and the recording of client responses to questioning and the outcome of the sensitivity test</td>
</tr>
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### Shaping the eyebrows

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<th>You need to know and understand:</th>
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<tbody>
<tr>
<td><strong>K22</strong></td>
<td>how to measure the eyebrow and eye for eyebrow shaping treatments</td>
</tr>
<tr>
<td><strong>K23</strong></td>
<td>the shape and proportions of the eyebrow in relation to facial features and shape</td>
</tr>
<tr>
<td><strong>K24</strong></td>
<td>how to remove eyebrow hairs carefully and effectively</td>
</tr>
<tr>
<td><strong>K25</strong></td>
<td>the recommended time intervals between eyebrow shaping treatments</td>
</tr>
<tr>
<td><strong>K26</strong></td>
<td>the reasons why soothing the eyebrow area may be necessary during treatment and how this is achieved</td>
</tr>
</tbody>
</table>
You need to know and understand:

**Tinting the eyebrows and lashes**

K27 the effects of soothing agents on the eye and the precautions necessary to avoid harm
K28 how to maintain and care for tweezed eyebrows

K29 how to apply tint to eyebrows and eyelashes (e.g. orange wood stick, sterilised brush)
K30 how the colour characteristics of the client affect the timing for tint development and removal
K31 how to select, mix and remove tints, and minimise wastage
K32 manufacturer's instructions for mixing and using tint
K33 how oxidisation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
K34 the effects of grease on the success of the tinting process
K35 how to prevent the spread of tint beyond the area being treated
K36 the limitations of the tinting process
K37 the maintenance and care requirements for tinting treatments

**Eyelash perming**

K38 how to carry out the eyelash perming process
K39 the possible contra-indications and the precautions to be taken during the perming process
K40 the effect of perm lotion on the eyelashes
K41 the purpose and use of clear wrap in the development process
K42 the purpose and use of the fixing solution
K43 the effects of grease on the success of the perming process
K44 the limitations of the perming process
K45 the maintenance and aftercare requirements for permed eyelashes
K46 how to carry out skin sensitivity tests and the importance of such tests
K47 the benefits of perming eyelashes
K48 the importance of gel formulation in a chemical product
K49 the reasons for poor eyelash perming results
K50 the complementary treatments that may be performed during and after an eyelash perm
K51 how to remove the eyelash treatment in an emergency (e.g. allergic reaction)
K52 the importance of giving retail advice prior to treatment

**Contra-indications**

K53 how to recognise the contra-indications requiring medical referral, including: severe skin conditions and eye infections
K54 the contra-indications which prevent treatment (e.g. conjunctivitis, bacterial infections, inflammation of the skin, eye diseases and disorders, bruising, allergy to tint) and how to recognise them
K55 the action to take if the tint enters the client's eye
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You need to know and understand:

<table>
<thead>
<tr>
<th>K56</th>
<th>how to identify erythema and its causes</th>
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<tr>
<td>K57</td>
<td>the possible contra-actions resulting from lash and brow treatments and how to deal with them (e.g. eye irritations)</td>
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</table>

**Equipment, materials and products**

<table>
<thead>
<tr>
<th>K58</th>
<th>the types of materials, equipment and products available for enhancing the appearance of the eyebrows and lashes</th>
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<tr>
<td>K59</td>
<td>how to prepare and use the equipment and materials for the work</td>
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<tr>
<td>K60</td>
<td>methods of sanitising and sterilising equipment</td>
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<td>K61</td>
<td>how to maintain equipment and materials in a clean and hygienic condition</td>
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<tr>
<td>K62</td>
<td>the types of product suitable for soothing eye irritation.</td>
</tr>
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Additional Information

Scope/range

1. **consultation techniques** are:
   1.1. questioning
   1.2. visual
   1.3. manual
   1.4. reference to client records

2. **Necessary action** should be:
   2.1. encouraging the client to seek medical advice
   2.2. explaining why the treatment cannot be carried out
   2.3. modification of treatment

3. **environmental conditions** include:
   3.1. lighting
   3.2. heating
   3.3. ventilation
   3.4. general comfort

4. **preparation of the client** includes:
   4.1. covering of the client
   4.2. removal of accessories
   4.3. protection of hair
   4.4. removal of appropriate clothing

5. **colouring characteristics** of the client are:
   5.1. fair
   5.2. red
   5.3. dark
   5.4. white/grey

6. **treatment advice** covers:
   6.1. avoidance of activities which may cause contra-actions
   6.2. future treatment needs
   6.3. home care
## SKABT5v2
Provide Eyelash And Eyebrow Treatments

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<tr>
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<td>Relevant occupations</td>
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