

National Occupational Standards

Sector	Hair & Beauty
Job Family	Beauty
Job Title	Beauty Specialist
MQF	Level 3

Mandatory Competences

BSP301	Maintains health, safety and security practice
BSP302	Performs Reception Duties
BSP303	Client Consultation
BSP304	Maintain Business Duties
BSP305	Make-Up
BSP306	Facial
BSP307	Manicure
BSP308	Pedicure
BSP309	Waxing and Sugaring
BSP310	Eyebrow/ Lash Tinting

BSP 301: Maintains health, safety and security practice

Description of Unit	Candidate must demonstrate the ability to maintain health, safety and security in the salon and follow emergency procedures.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Maintain health and safety practices. 2. Maintain security practices in salon. 3. Follow and where necessary carries out emergency procedures. 4. Deals with hazard within own area of responsibility. 5. Ensures tools, equipment, materials and work areas meet hygiene requirements. 6. Positions self and client safely throughout service. 7. Handles, uses and stores products, tools and equipment safely. 8. Disposes of salon waste safely.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The main provision of health and safety. 2. Employers` and employees` responsibility 3. Hazardous and risks that may occur in the salon. 4. Emergency procedures` requirements 5. What personal protective equipment to wear during different services 6. The methods used in salon to ensure hygiene 7. How to dispose of different types of salon wastes 8. How to outline the principles of hygiene and infection control 9. The importance of personal presentation, hygiene and conduc

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none">1. Communicate effectively in the salon to meet with health and safety practices and salon policy.2. Position self and client safely throughout the service.3. Deal with hazards within own area of responsibility according to the salon policy.4. Be thorough, responsible and conscientious.5. Maintain cleanliness and good personal hygiene and use required personal protective equipment.6. Adhere to salon procedures.7. To deal with suspicious persons and packages.8. Monitor tools, equipment, material and work areas to meet hygiene requirements.9. Dispose of all types of salon waste safely to meet with legal and salon requirements.10. Follow salon policy for security11. Maintain a good level of personal presentation, hygiene and conduct to meet legal and salon requirements.
------------------------	---

BSP302: Performs Reception Duties

Description of Unit	The candidate must demonstrate how to handle enquiries, scheduling and recording appointments and how to handle payments
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Deals with a variety of enquiries and identifies nature of enquiry 2. Handles requests for services in a prompt and polite manner. 3. Provides information about services and/or products that is clear and accurate. 4. Schedules appointments to meet with the salon policy and legal requirements. 5. Maintains a hygiene and tidy reception area. 6. Calculate services costs accurately and deals with payments meticulously. 7. Follows security procedures when handling payments,
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The procedures for taking messages for a variety of enquiries. 2. How to explain available salon services, their duration and cost. 3. How to take and record appointments. 4. The importance of passing on messages and appointment details to the appropriate colleagues. 5. The potential consequences of failing to record appointments or messages accurately. 6. The process of different methods of payments.

Required Skills

The candidate must be able to:

1. Communicate in a pleasant manner and effectively.
2. Explain cost and ranges of salon services, treatments and retail products
3. Keep reception area tidy and clean.
4. Calculate bills accurately and process payments

BSP303: Client Consultation

<p>Description of Unit</p>	<p>The candidate must show what methods of communication are required to obtain information and provide advice for a variety of salon treatments and products. Candidate must also recognise factors that may limit or prohibit treatments and products.</p>
<p>Performance Criteria</p>	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Communicate in a manner that creates confidence, trust and maintains good will. 2. Understand client requirements using appropriate communication techniques. 3. Consult and update clients' record cards. 4. Provides client with clear recommendations. 5. Recommends and agrees upon a treatment and product. 6. Be aware of legislation (data protection act). 7. Uses safe working methods. 8. Client's limitation.
<p>Required Knowledge</p>	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. How to communicate effectively. 2. Different communication techniques. 3. The importance of consulting and updating client records. 4. How to carry out different tests for different services. 5. The data protection act legislation. 6. Identify the clients' skin type. 7. Advise on skincare products for client. 8. The importance of following manufacturer's instructions.

Required Skills

The candidate must be able to:

1. Communicate effectively and in a pleasant manner.
2. Deal with clients requirements in a friendly and confident manner.
3. Identify factors that may limit or prevent the choice of services or products.
4. Recommend and agree with clients about a service or product.
5. Carry out appropriate tests.
6. Work effectively in a professional manner.

BSP304: Maintain Business Duties

Description of Unit	Candidate must demonstrate the ability to maintain all correct measures to manage the salon in a professional manner.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Wear appropriate attire in all sectors of the Health Industry 2. Maintain professional working relations with other therapists/students. 3. Be able to deal with clients and complicated issues that arise 4. Give consent when necessary 5. Perform first aid 6. Be knowledgeable of the fire alarm and fire exit methods for clients' safety. 7. Consult and be knowledgeable about after care procedures 8. Abide by the code of ethics
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The use of having professional indemnity insurance 2. The effects of all contra indications in relation to the treatments offered. 3. Strict client confidentiality 4. How to administer first aid and the use of the accident book 5. Hygiene and sterilisation 6. The symptoms and explanation of types of infections.

Required Skills

The candidate must be able to:

1. Communicate with clients
2. Work (rapport) with other therapists
3. Work (rapport) with the medical professionals
4. Suggest when necessary but do not diagnose.
5. Raise the profile of the salon and therapist by using all methods available
6. Run a business-stock control

BSP305: Make-up

Description of Unit	The candidate must be able to apply the adequate make-up on the client.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Recognise skin type. 2. Analyse and identify skin disorders. 3. Do eyebrow shaping. 4. Apply professionally the process of: cleanse, tone, moisturise. 5. Application of make-up. 6. Choose the best make-up according to skin type. 7. Aesthetic touch to make-up for various occasions.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The anatomy / physiology of the skull 2. The origin of various skin types. 3. Main texture of the skin type. 4. Possible reaction according to the skin type. 5. Diseases and disorders. 6. Cosmetic science 7. Skin products 8. Make-up products for different skin types. 9. Provide after care advise.
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Diagnose skin type. 2. Identify skin conditions. 3. Identify skin disorders. 4. Identify various eye brow shapes. 5. Identify face shapes. 6. Communicate with client. 7. Application of day, evening and special occasion make up. 8. Fill up consultation sheet.

- | | |
|--|---|
| | <ol style="list-style-type: none">9. Be confident whilst giving advice.10. Keeping health/ hygiene and safety. |
|--|---|

BSP306: Facial

Description of Unit	Candidate must be able to provide facial treatments according to the client's skin type and needs.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping. 2. Recognise the skin. 3. Choose and select appropriate products. 4. Hygiene procedures. 5. Performance of a facial treatment to include; cleanse, exfoliation, extractions, massage, mask, tone and moisturise. 6. After care advise. 7. Be able to take corrective measure in case of Contra indications.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology 2. Bones of face and neck 3. Muscles of face and neck 4. Different heat treatments 5. Cosmetic science. 6. Provide after care advise
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Be able to: Remove all make up 2. Diagnose skin type and condition 3. Perform a thorough cleanse 4. Exfoliation and extractions 5. Neck and face massage 6. Application of mask treatment 7. Tone and moisturise

BSP307: Manicure

Description of Unit	Candidate must be able to provide manicures and other treatments according to the client's hand and nail conditions.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping 2. Identify hand and nail conditions. 3. Check for contra indications. 4. Treatment plan. 5. Perform a manicure. 6. After care advise.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology 2. Muscles and bones of the hand 3. Structure of the nail 4. Contra indications as well as diseases and disorders 5. Cosmetic chemistry and different types of nail polishes available. 6. Provide after care advise.
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Sanitise hands and nails. 2. Cut, file, buff, cuticle work, massage and apply nail polish. 3. Perform a spa manicure and a specialised manicure.

BSP308: Pedicure

Description of Unit	Candidate must be able to provide pedicures and other treatments according to the client's hand and nail conditions.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping. 2. Identify foot and nail conditions. 3. Check for contra indications. 4. Treatment plan. 5. Perform a Pedicure 6. After care advise.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology 2. Muscles of the lower leg and foot, 3. Bones of the lower leg and foot. 4. Structure of the nail. 5. Contra indications 6. Diseases and disorders 7. After care advise
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Immerse foot in sanitize water 2. Remove hard skin 3. Cut, file, cuticle work and buff 4. Massage and apply nail polish

BSP309: Waxing and Sugaring

Description of Unit	Candidate must be able to demonstrate waxing and sugaring treatments in a proper and efficient manner according to the different skin types and areas of body.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping. 2. Understand and be able to use: Hot/cold wax and sugaring. 3. Different temperatures for each type. 4. Different methods for different areas of the body. 5. Follow instructions for each type of wax/sugar method used. 6. Be able to work quickly and efficiently. 7. Hygiene awareness during treatment. 8. Client's comfort and modesty. 9. Demonstrate good application and good removal of wax/sugaring. 10. Products for depilation on the market. 11. Aftercare procedures.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology 2. Structure of the skin 3. Structure of the hair 4. Stages of hair growth 5. Endocrinology 6. Patterns of hair growth. 7. Diseases and disorders 8. After care/ home advise
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Be proficient in all types of wax removal. 2. Preparing the skin before and after the treatment 3. Immediate action to a reaction to the treatment. 4. Coping with difficult areas and reactions.

BSP310: Eyebrow / Lash Tinting

Description of Unit	Candidate must be able to demonstrate eyebrow and lash tinting in a proper and efficient manner, following the necessary tests.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping. 2. Written evidence of patch test. 3. Assess client's hair/ colour/ characteristics. 4. Ensure the mixing of the tint is following the manufacturing instructions meticulously. 5. Follow hygiene procedures. 6. Chemistry of tints on the market. 7. Aftercare procedures.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology of face. 2. Bones of the face 3. Muscles of the face 4. Diseases 5. Disorders 6. Homecare advise
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Protection of eye area 2. Proper mixture of tint and the right consistency 3. Perfect timing of treatment 4. Proficient removal 5. Immediate action to reaction.

BSP311: Eyebrow Shaping

Description of Unit	Candidate must be able to demonstrate eyebrow shaping in a proper and efficient manner according to the client's desire.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Consultation and record keeping. 2. Consult with client regarding actual shape and desired outcome. 3. Sterilisation of all equipment used. 4. Hygiene in general. 5. After care procedures.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Anatomy and Physiology of face. 2. Bones of the face 3. Muscles of the face 4. Diseases 5. Disorders 6. Homecare advise
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Support eye area 2. Keep skin taut 3. Pull out hair steady and quickly. 4. Pull out hair in the direction of growth. 5. Cool area during treatment for client's comfort. 6. Immediate action to reaction