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hair and beauty industry authority

SIXTH EDITION  
LORRAINE NORDMANN

THE FOUNDATIONS  
**Beauty THERAPY 2**  
THE OFFICIAL GUIDE TO LEVEL NVQ

SIXTH EDITION

# Beauty Therapy

THE FOUNDATIONS

The Official Guide to Level 2 NVQ



LORRAINE NORDMANN



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# Habia foreword

Nothing stands still; time has the effect of showing your age, not necessarily in a positive way. One beneficial aspect of the beauty industry is that advances in products and techniques with well-trained therapists mean that as an industry, we can offer clients a service that not only provides them with positive results but has a cascading effect on their family, friends and ultimately the general public.

Lorraine is never one for holding back, and her sense of understanding the complexity of the industry shows by the way she has the ability to write in an engaging style; keeping the content simple yet making you feel that her considerable knowledge and experience are at your fingertips and you're fired up ready to go. As good as the fifth edition was, Lorraine has excelled herself again, making sure that this sixth edition will be well read and become the most wanted beauty book in the industry.

Jane Goldsbro  
Director of Standards and Qualifications, Habia

## About our partners

**Habia**, the Hair and Beauty Industry Authority is appointed by government to represent employers in the Hair and Beauty Sector. Habia's main role is to manage the development of the National Occupational Standards (NOS) for hairdressing, barbering, beauty therapy, nails and spa. They are developed by industry for industry and represent best practice to achieving skills and knowledge for a particular job role. The NOS are used as the building blocks for the development of all qualifications that are developed by Awarding Organizations and by Cengage to develop textbooks and support products for learners.

Habia is also responsible for the development and implementation of Apprenticeship Frameworks and issuing the apprenticeship certificates. Alongside providing information to employers on government initiatives that may affect the hair and beauty industry be it educational, environmental or financial. A central point of contact for information, Habia provides guidance on careers, business development, legislation, salon health and safety. Habia is part of SkillsActive, the Sector Skills Council that covers Hair & Beauty, Sports and the Active Leisure Sector.

**VTCT** is a government approved specialist awarding organisation responsible for qualifications in the beauty therapy, complementary therapy, hairdressing, sports, fitness, hospitality and catering sectors. VTCT has been in existence for over 50 years, and in fact it was VTCT who originally coined the phrase *Beauty Therapy*. VTCT has remained at the forefront of developing the vocational system of qualifications in the UK and internationally.

VTCT is the main sponsor and organiser of Worldskills UK (Beauty Therapy competitions) and VTCT also fund the development of the European and British Standard for Beauty Salon Services.

VTCT has the widest and most diverse range of qualifications in the beauty industry and are leading on many new initiatives in education, including online assessment and registration, e-portfolio and e-resources.



# About the author



I am proud to have worked in beauty therapy for the past 30 years and am amazed at the technological advances that have been made. The beauty industry is never boring, offers immense job satisfaction, clear progression opportunities and is increasingly diverse; allowing you to specialize in what have effectively become micro-industries within what is traditionally termed beauty therapy, i.e. nails, make-up, massage and spa. This allows you to excel in the area of the industry that you feel passionate about, which ultimately raises the profile of our industry.

Since the last edition I have been appointed the President of Beauty Therapy for the Association of Hairdressers and Therapists (AHT), an organization about to celebrate its 50th year! All members share a common aim, a passion for the industry, and I hope you too develop and use your passion to shape and develop the future of our beauty therapy industry.

**Lorraine Nordmann**

## About the contributor



I joined the Beauty Industry in 1995 with excitement and enthusiasm. My aim was to become an educator so I set my plan into place and after 9 years as a therapist I began to teach the ITEC Diploma courses at a local college. During this time, I was already providing an Eyebrow Threading service to my private clients and so in 2006, with an ever-growing demand for quality education and training in Threading, I set up The National School of Threading and formulated the first BABTAC Accredited Threading Course in UK.

Since then I have had the opportunity to work with many high profile companies, colleges, spa's and beauty academies around the UK, Ireland and Europe. I have been providing not only training but advice, guidance and assistance with Brand Development, Business Start-ups and Consultancy. I was particularly proud to be asked to collaborate with The Guild, Boots No7 Brand, Nails Inc and then HABIA in the development of the standards for the NVQ in Threading which is now being taught in many colleges around the country.

I am proud to have been a Role Model for Threading for many years as I have a great passion for education and strive to provide exceptional training to this wonderfully diverse industry. This year I will continue to provide this service throughout UK and Europe whilst introducing my own branded product line and a new and exciting workshop *BrowRehab*.

**Lorraine Onorato**

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# About the book

**T**hroughout this textbook you will find many colourful text boxes designed to aid your learning and understanding as well as highlight key points. Here are examples and descriptions of each:

## ROLE MODEL

### Lorraine Nordmann, Beauty Therapy Author

“ “ Role model boxes give you an inspirational glance into the knowledge and experience of a trusted industry expert, helping to motivate and instruct you in your own career.



Quotations from role models feature throughout most chapters and provide you with practical and helpful advice.

*Lorraine Nordmann*

## Products, tools and equipment

◆ Help you prepare for each practical treatment and show you the tools, materials and products required.

### TOP TIP



Shares the author's experience and provides positive suggestions to improve knowledge and skills in each unit.

### HEALTH & SAFETY



Draws your attention to related health and safety information essential for each technical skill.

## Knowledge Check

There is the opportunity to check and consolidate what you have learnt at the end of each chapter.

## ALWAYS REMEMBER



Helpful author insight, advising you on useful points not to forget.



**ANATOMY & PHYSIOLOGY**  
Gives you technical pointers and information about the body's structure and systems.

## ACTIVITY



Featured in the book to provide additional tasks for you to further your understanding.

Directional arrows point you to other parts of the book that explore similar or related topics, so you can expand your learning.



Weblink boxes recommend certain supplementary sites that can be viewed online. Including indicators to material that might be waiting for you on the book's accompanying CourseMate.

## ASSESSMENT OF KNOWLEDGE AND UNDERSTANDING

At the end of each chapter there is a useful revision section which has been specially devised to help you check your learning and prepare for your oral and written assessments.

Use these revision sections to test your knowledge as you progress through the course and seek guidance from your supervisor or assessor if you come across any areas that you're unsure of.

# About the Website



Using our *Beauty Therapy, The Foundations: The Official Guide to Level 2 NVQ* CourseMate alongside this textbook will provide a richly blended solution to your learning.



For further information about CourseMate, please contact [emea.fesales@cengage.com](mailto:emea.fesales@cengage.com)

CourseMate is a highly interactive resource which brings course concepts to life. It is designed to support lecturers and students by providing a range of online resources, activities and video footage that perfectly integrates with classroom learning to fulfil the guided learning requirement for each unit.

## For students

- 2 bonus online chapters (Skin Camouflage and Ear Piercing)
- Searchable ebook
- Step-by-step videos
- Interactive multi-choice quizzes
- Interactive activities and games
- The answers to the end of chapter questions from the print book

## For lecturers

- Lesson plans
- PowerPoint slides
- Activity hand-outs
- Engagement Tracker tools to help you track student progress and monitor their learning

# Introduction by the author

**W**elcome to the 6th Edition of *Beauty Therapy: The Foundations Level 2 NVQ*, written to provide you with the perfect study companion as you train towards your qualification in Beauty Therapy.

In the revision of this popular text, my intention was to consider also the voice of our industry, the employers. What is it that the beauty therapy industry requires from its employees? I hope that this text supports you in attaining the essential knowledge and skills, but also those essential industry employability skills that will support you to achieve your future career aspirations.

Enjoy your training and I wish you every success in the industry.



**Lorraine Nordmann**

# 1 Introduction

## LEARNING OBJECTIVES

When you have finished this chapter you should be able to:

- ◆ Understand the NVQ qualification structure skills, knowledge and assessment requirements.
- ◆ Identify the essential personal qualities and attributes required to be a successful, professional beauty therapist.
- ◆ Understand how you must be aware of both your strengths and also areas requiring further professional development to develop and be effective within your work role.
- ◆ Recognize the important role you play in making the workplace a successful, pleasant environment to work in.
- ◆ Explore the career and employment opportunities available in the beauty therapy and make-up industry sectors.



## KEY TERMS

apprenticeships

employability skills

Hair and Beauty Industry Authority (Habia)

knowledge and understanding

outcome

portfolio

progression

skills

## INTRODUCTION

*Beauty Therapy – The Foundations* provides beauty therapists and make-up artists employed within the industry, the practical skills and essential **knowledge and understanding** necessary to achieve a Level 2 National Vocational Qualification (NVQ) or Scottish Vocational Qualification (SVQ). It may however also be used as a reference text for students studying towards unit awards or other qualifications developed for those not currently employed in the industry such as a Level 2 Vocationally Related Qualification (VRQ) in beauty therapy or make-up.

For simplicity this book will use the abbreviation NVQ throughout to refer to both NVQ and SVQ Level 2 qualifications.

## What is a NVQ?

An NVQ is a work-related, competency-based qualification delivered in the workplace environment. Therefore, when studying towards an NVQ you develop your **skills** and gain knowledge whilst employed and working in the beauty workplace environment.

Different government-approved awarding organizations provide beauty therapy NVQs. Examples are provided below with their website addresses:

- ◆ VTCT – [www.vtct.org.uk](http://www.vtct.org.uk)
- ◆ City & Guilds – [www.cityandguilds.com](http://www.cityandguilds.com)
- ◆ Edexcel – [www.edexcel.com](http://www.edexcel.com)
- ◆ ITEC – [www.itecworld.co.uk](http://www.itecworld.co.uk)
- ◆ CIBTAC – [www.cibtac.com](http://www.cibtac.com)



The logo for VTCT (Vocational Training Council) is written in a stylized, purple, cursive font.



The logo for Habia (Hairdressing and Beauty Therapy Industry Authority) features the word 'habia' in a bold, lowercase, sans-serif font with a yellow dot above the 'i'. Below it, the full name 'hair and beauty industry authority' is written in a smaller, lowercase, sans-serif font.

Some awarding organizations are international including VTCT, City & Guilds and CIBTAC, it would be worth mentioning ITEC as well meaning if you want to work abroad your NVQ will be recognized in other countries.

Each awarding organization is required to cover a set of standards, referred to as National Occupational Standards (NOS), in the design of their qualification. The NOS describe what an individual needs to do, know and understand in order to carry out their job role. The NOS are provided by a government-approved standards setting body for hairdressing, beauty therapy, nails and spa therapy called the **Hairdressing and Beauty Therapy Industry Authority (Habia)**. This standardization ensures an employer can be confident in the skills an employee will be able to perform competently in relation to the NVQ level they have achieved, whichever awarding organization has certified it. The certificate you receive when successfully qualified will bear the logo of the awarding organization you registered and qualified with.

As an employee in a beauty therapy or make-up business, your training package will be referred to as an which is called an apprenticeship.

**Apprenticeships** are training programs where you work towards your qualification by combining 'on-the-job' training in the workplace with classroom-based learning and assessment at a college or other training provider. You will work towards your beauty therapy technical qualification – NVQ – alongside additional transferable essential skills qualifications in English, and Maths and employment rights and responsibilities.

## Qualification structure and requirements

All NVQs – nationally recognized qualifications have a common structure and design for all occupational and vocational sectors where available. The award of an NVQ demonstrates that the person has the competence (sufficient skill and knowledge) to perform job roles and tasks, without support, in their occupational area. An NVQ at Level 2 covers a wide range of varied real work activities, some of which are challenging and will require you to use your initiative and make decisions independently.

The structure of each NVQ is made up of a number of units and outcomes.

## Units and outcomes

A **unit** relates to a specific task or skill area of work. It is the smallest part of a qualification and carries its own credit value, which you can build up to achieve a qualification.

An **outcome** describes in detail the skill and knowledge components of the unit that need to be completed.

For each unit, when all the outcomes have been achieved, a unit certification may be awarded. A Level 2 NVQ diploma is made up of a specific number of units required for the occupational area. Some of the units are mandatory (compulsory) and some are optional (not compulsory). All mandatory units must be achieved to gain the Level 2 NVQ diploma qualification and a specified number of optional units must be selected to study in addition to the mandatory units to attain the qualification.

The Level 2 Diploma NVQ qualification structure is shown in the following table along with the chapters in this book. Candidates will need to achieve the 'core' mandatory units plus the mandatory units from one of the two routes and the specified number of optional units for that route.

### Core mandatory units

Core Mandatory Units	
Make sure your own actions reduce risks to health and safety	Chapter 3
Promote additional products or services to clients	Chapter 4
Develop and maintain your effectiveness at work	Chapter 5
<b>Beauty therapy general route mandatory units</b>	
Provide facial skincare treatments	Chapter 7
Enhance the appearance of eyebrows and eyelashes	Chapter 8
Carry out waxing services	Chapter 13
Provide manicure services	Chapter 11
Provide pedicure services	Chapter 12
<b>Beauty therapy make-up route mandatory units</b>	
Provide facial skincare treatments	Chapter 7
Enhance the appearance of eyebrows and eyelashes	Chapter 8
Provide make-up services	Chapter 9
Instruct clients in the use and application of skincare products and make-up	Chapter 10
<b>Optional units</b>	
Fulfil salon reception duties	Chapter 6
Carry out ear piercing	Online Chapter
Provide make-up services	Chapter 9

(Continued)



Core Mandatory Units	
Enhance the appearance using skin camouflage	Online Chapter
Assist with spa operations	Chapter 14
Providing threading service	Chapter 15
Note: Where units are achieved as mandatory units in either of the two routes, these do not count as optional units as well.	



Online chapters Skin camouflage and Threading are available to download from CourseMate.

## Performance criteria – what you must do

The performance criteria appears as a list of the necessary actions you must do to complete a task competently by demonstrating sufficient practical skill, confidence and experience to the assessor. You must be able to meet the expected standard for all the performance criteria listed for each outcome to be assessed as competent for the unit.

## Range – what you must cover

Range statements are often identified for each outcome. The assessment range relates to what you must cover and the different conditions under which a skill must be competently demonstrated for the outcome. For example, the **range** assessment requirements for the 'Enhance the appearance of eyebrows and eyelashes' unit include a list of client colouring characteristics you must cover – fair, red, dark and white – while performing treatments under assessment conditions.

## Knowledge and understanding

It is not sufficient to be able to only practically perform the task – you must know and understand why you are doing it and be able to use and apply this knowledge in different situations. This is referred to as *knowledge and understanding*. Further assessment of your knowledge and understanding of the skill, the knowledge specification, may be assessed through written tests, assignments and oral questioning. The assessment method will depend upon your awarding body requirements.

Often the knowledge and understanding required is repeated across different units. This can be seen, for example, in the knowledge and understanding for **organizational and legal requirements** which is included in several units. This duplication is necessary as some units can be studied and certificated independently, as a mini qualification, e.g. 'Carry out ear piercing'.

## Portfolio evidence

To achieve unit competence, all performance criteria, range requirements, and knowledge and understanding requirements must be met and evidence provided as necessary. Evidence is usually provided in your assessment book and **portfolio** which may be paper-based or electronic. Where there is evidence of previous experience and achievement, this may be presented for consideration for accreditation; this is called Recognition of Prior Learning (RPL) accreditation of prior learning (RPL). Evidence must be valid and reliable and in-line with current legislation and practice.

*Beauty Therapy – The Foundations* follows the Beauty Therapy NVQ Beauty Therapy General and Beauty Therapy Make-up Level 2 practical and theoretical requirements for both the mandatory and optional units.

## Career opportunities when qualified

Employment within the beauty therapy and make-up industries, as well as having received the necessary training and a recognized qualification, requires you excellent application of **employability skills**. An employer regards these as being just as important as your qualification.

An employer would expect you at all times to be:

- ◆ *Professional* – presenting a consistently good image of yourself and the workplace, completing services to the best of your ability and following all relevant legislation, codes of practice and work-related policies and procedures.
- ◆ *Courteous* – clients should be treated with respect in all communication and contact, both verbal and non-verbal and during each stage of service delivery. Consideration must be given to diversity, the individual differences of your clients and their values. Every client must be treated as an individual to ensure everyone is treated equally and with dignity and respect.

### ACTIVITY

#### Courtesy

Courtesy is a behaviour that will lead to client satisfaction. List some examples of what being courteous means to you.

Consider the scenarios below and state how you would deal with each situation in a courteous manner:

- ◆ A client arriving at reception when you are already busy with another client.
- ◆ A client arriving late for a service.
- ◆ A client accidentally damaging the nail polish you have just applied.
- ◆ A client arriving with a young child requesting that you pierce their ears.

### ALWAYS REMEMBER

Discrimination means treating someone worse than other people because of who they are.

The list below identifies groups who have the right not to be discriminated against – and have what is referred to as protected characteristics and are protected by the Act.

The Equality Act 2010 protects against discrimination on the following grounds:

- |                                    |                       |
|------------------------------------|-----------------------|
| ◆ Age                              | ◆ Race                |
| ◆ Disability                       | ◆ Religion or belief  |
| ◆ Gender identity and reassignment | ◆ Sex                 |
| ◆ Marriage and civil partnership   | ◆ Sexual orientation. |
| ◆ Pregnancy and maternity          |                       |

### ACTIVITY

#### Professional image and practice

- ◆ Why is an employee's image important to the success of a business?
- ◆ Provide examples of professional best practice, essential requirements in your work role as a Level 2 NVQ Diploma beauty therapist/make-up artist.

## ACTIVITY

### Discretion

If a client could not receive a service because she had a skin disorder that could not be treated, how would you deal with this discreetly?

## TOP TIP

Visiting trade shows provides excellent opportunities to keep up-to-date with new products, equipment and services. Another good way to keep ahead of trends is to subscribe to a professional trade magazine or use online sources such as blogs.

- ◆ *Discreet* – you must be careful and tactful in how you communicate and express yourself at all times in the working environment. Always consider how what you say and how you act may be perceived by others. Certain conversation topics may not be suitable and cause embarrassment. Always 'think before you speak'. Avoid discussing personal opinions as these may cause offence and any unwelcome comments may be termed harassment, a discriminatory practice and unlawful under the Equality Act 2010. Also, in compliance with the legislation of the Data Protection Act 1998 never pass on client or staff information unless prior agreement has been given.
- ◆ *Personable* – a successful business requires employees who are pleasant and have good people skills. This includes having a positive attitude, being able to work well, co-operate and communicate with others – a team player.
- ◆ *Enthusiastic* – employers want employees to have high aspirations and be willing to work hard to achieve them.
- ◆ *Responsible* – your employer will expect you to think carefully when performing any tasks to avoid unnecessary errors. Self-discipline is a desirable quality to ensure all tasks are completed competently and meet the required deadline.

## ACTIVITY

### Personal assessment of your strengths and areas for development

Reflecting on your strengths and areas for development is an important part of your training plan to complete with your line manager/assessor and to support your development in the job role.

- ◆ Write a list of the personal strengths that you feel you have as an employee and which will make you successful as a beauty therapist/make-up artist.
- ◆ Write a list of any weaknesses you may have, e.g. poor punctuality, which require improvement and identify how you are going to make the necessary changes.

## Employment opportunities

When you have successfully completed your NVQ diploma in beauty therapy or make-up at Level 2 you can enter employment or progress your training, gaining a further or higher qualification. Below are some examples of the different opportunities available to you when you have completed your NVQ diploma.

Employment opportunities in the general beauty therapy industry:

- ◆ Business owner
- ◆ Freelance working for yourself
- ◆ Junior therapist in the workplace
- ◆ Retail in cosmetics and skincare, referred to as a make-up consultant
- ◆ Specializing in a particular area of beauty therapy such as skincare or waxing hair removal
- ◆ Employment in a spa or leisure centre providing beauty therapy services.

## TOP TIP

### Opportunities to gain experience

While training you should try and complete additional promotional work activities, voluntary or paid, to improve your confidence and practical skills 'on the job'. This will help develop your CV and start to build up an impressive work portfolio.

Employment opportunities within the make-up industry include:

- ◆ Business owner
- ◆ Freelance working for yourself
- ◆ Retail in cosmetics and skincare, referred to as a make-up consultant
- ◆ Junior make-up artist in the workplace
- ◆ Modelling agency make-up artist
- ◆ Make-up promotional work.

## Progression opportunities

You may choose to continue your training and there are a number of routes you could follow to progress further. Some examples of how you could further your career after completing your Level 2 diploma are:

- ◆ Business owner
- ◆ Level 3 beauty therapy or make-up
- ◆ Level 4 beauty therapy and salon management qualifications
- ◆ Other associated industry qualifications in hairdressing, nails, massage or spa
- ◆ Further training to gain advanced practical techniques to maintain Continuous Professional Development (CPD). CPD is important to keep yourself up-to-date and meet the emerging trends of the industry.

On achievement of a Level 3 qualification you could seek employment, dependent upon your training route, as a:

- ◆ College lecturer and assessor
- ◆ Salon trainer and assessor
- ◆ Technician for a manufacturer providing training on products, equipment and services
- ◆ Salon manager
- ◆ Senior therapist or make-up artist
- ◆ Sales and marketing manager
- ◆ Cruise ship or airline beauty therapist.

Other routes include:

- ◆ working in the media – magazines, advertisements and television
- ◆ specializing in a particular area such as permanent hair removal electrolysis or photographic make-up
- ◆ working as a make-up artist on film sets, in television studios, theatres, music videos and fashion providing fashion runway make-up.

When you achieve your Level 3 qualification in beauty therapy or make-up you can continue to update and advance your skills through further study as relevant to your career path/goals.