



**THE REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**BEAUTY THERAPY OPERATIONS MANAGER**

**KNQF LEVEL 6**

**ISCED PROGRAM CODE: 1021 0654B**



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## CONDUCT BODY ART OPERATION

**UNIT CODE: COS/OS/BT/CR/06/6/B**

### UNIT DESCRIPTION

This unit covers the competencies required to conduct body art operations. It involves planning and organizing body art operations, setting up and preparing to provide body art services, providing body art services and carrying out post service procedures

This standard applies in Cosmetology industry.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the <b>key outcomes</b> which make up <b>workplace function</b>	<b>PERFORMANCE CRITERIA</b> These are <b>assessable</b> statements which specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Plan and organize body art operations	1 .1 Resource <b>requirements</b> for body art services are identified and their availability secured as per workplace policy. 1 .2 Staff is allocated tasks based on job description and competencies. 1 .3 <b>Operational resources</b> are allocated based on the body art services offered and previous experience. 1 .4 Body art standard operating procedures are developed and disseminated as per workplace policy. 1 .5 Inexperienced staff is oriented and inducted as per workplace policy 1 .6 Staff is supervised as per workplace policy. 1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy. 1 .8 Staff remuneration policy is developed and implemented based on organization's objectives. 1 .9 Laws related to starting and operating a business enterprise are identified and adhered to as per <b>legal requirements</b> .
2. Set up and prepare to provide body art services	2 .1 Requirements for body art and related services are identified and gathered as per workplace policy. 2 .2 <b>Safety and health</b> precautions are observed as per <b>legal requirements</b> . 2 .3 <b>Body art tools and equipment</b> are checked for serviceability as per manufacturers' instructions.

	<p>2.4 <b>Body art and related services products and supplies</b> are checked for usability as per legal requirements and manufacturers' instructions.</p> <p>2.5 <b>Personal protective gears</b> are identified and gathered based on service requirements and manufacturer's instructions.</p>
3. Provide body art and related services	<p>3.1 Personal protective gears are worn based on manufacturer's instructions.</p> <p>3.2 Client consultation is done as per workplace policy.</p> <p>3.3 <b>Hygiene and sanitation principles</b> are observed as per standard operating procedures.</p> <p>3.4 Skin analysis is conducted as per standard operating procedures.</p> <p>3.5 <b>Disorders on skin</b> are identified and action taken based on nature of the disorder.</p> <p>3.6 <b>Products and supplies</b> are used as per service required and manufacturers' instructions.</p> <p>3.7 <b>Client is prepared for</b> body art as per standard operating procedures.</p> <p>3.8 <b>Body piercing procedure</b> is done as per standard operating procedures and workplace policy.</p> <p>3.9 Tattoos designs are applied as per standard operating procedures and workplace policy.</p> <p>3.10 Henna designs are applied as per clients' specifications and standard operating procedures.</p> <p>3.11 <b>After care advise</b> is given as per workplace policy and standard operating procedures.</p>
4. Carry out post service procedures	<p>4.1 <b>Tools and equipment's</b> are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>4.3 <b>Recyclable supplies</b> are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>4.4 <b>Non-recyclable supplies</b> are managed disposed of as per manufacturer's instructions, workplace policy and legal requirements.</p>

## RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

<b>Variable</b>	<b>Range</b>
1. Body art tools and equipment may include but not limited to:	<ul style="list-style-type: none"> <li>• Applicator</li> <li>• Tattoo machine</li> <li>• Piercing gun</li> <li>• Marker</li> <li>• Sterile studs</li> </ul>
2. Body art products and supplies may include but not limited to:	<ul style="list-style-type: none"> <li>• Henna</li> <li>• Barrier cream</li> <li>• Numbing cream/sprays</li> <li>• Anti-inflammatory creams</li> <li>• Moisturizing lotions</li> <li>• Healing balm</li> <li>• Stencils</li> <li>• Ink/Dye</li> <li>• Sanitizer</li> </ul>
3. Preparation of Client for body art may include but not limited to:	<ul style="list-style-type: none"> <li>• Sanitation</li> <li>• Waxing</li> <li>• Counselling</li> <li>• Skin patch test</li> </ul>
4. Body piercing procedure limited to:	<ul style="list-style-type: none"> <li>• Tongue piercing</li> <li>• Nose</li> <li>• Piercing</li> <li>• Eye brow piercing</li> <li>• Naval piercing</li> </ul>
5. <b>Legal requirements</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• OSH act</li> <li>• NEMA regulations</li> <li>• Public Health Act Cap 254</li> <li>• EMCA 2015</li> <li>• County by-laws</li> <li>• Labour laws</li> <li>• KRA Act</li> </ul>
6. <b>Recyclable supplies</b> may	<ul style="list-style-type: none"> <li>• Aprons</li> <li>• Towels</li> <li>• Drapers</li> </ul>

include but not limited to:	
7. <b><i>Non-recyclable</i></b> supplies may include but not limited to:	<ul style="list-style-type: none"> <li>• Gloves</li> <li>• Applicator</li> <li>• Stencils</li> <li>• Wool</li> </ul>
8. <b><i>Personal protective gears</i></b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Aprons</li> <li>• Towels</li> <li>• Drapers</li> </ul>
9. <b><i>Disorders on skin</i></b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Infectious</li> <li>• Bacterial</li> <li>• Fungal</li> <li>• Viral</li> <li>• Non-infectious</li> <li>• Allergies</li> <li>• Cuts</li> <li>• Bruises</li> <li>• Burns</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- People skills
- Time management
- Work culture
- Record keeping
- Telephone handling skills
- Complaints handling skills
- Conflict resolution skills
- Negotiation skills
- Analytical skills
- Problem solving
- Critical thinking

- Summarizing and paraphrasing
- Listening skills
- Observation skills
- Organizational skills

### **Technical skills**

- Designing
- Piercing
- Artistry
- Balancing
- Mixing
- Blending
- Posturing
- Product application
- Technology skills

### **Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

- Development of standard operating procedures
- Staff remuneration
- Principles of management
- Staff management
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin analysis
- Skin anatomy and physiology
- Skin theory
- Product knowledge
- Supplies in body art and related services
- Body art and related services tools and equipment
- Waste management
- Environmental management requirements
- Ethical issues in cosmetology

### **EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	<p>1.1 Assessment requires evidence that the candidate:</p> <p>1.2 Identified and secured resource requirements for body art operations.</p> <p>1.3 Allocated duties and supervised staff.</p> <p>1.4 Allocated operational resources appropriately.</p> <p>1.5 Developed and disseminated body art standard operating procedures.</p> <p>1.6 Developed and implemented staff remuneration policy</p> <p>1.7 Demonstrated understanding of legal framework of starting and running of a business enterprise.</p> <p>1.8 Observed safety and health precautions in service delivery.</p> <p>1.9 Demonstrated ability to use body art tools and equipment.</p> <p>1.10 Consulted and negotiated with the client appropriately.</p> <p>1.11 Appropriately conducted skin analysis and acted.</p> <p>1.12 Demonstrated understanding of skin disorders.</p> <p>1.13 Use body art products and supplies appropriately.</p> <p>1.14 Demonstrated ability to perform various body art procedures correctly</p> <p>1.15 Demonstrated understanding of body art principles and procedures. Managed and disposed waste appropriately.</p> <p>1.16 Managed and stored recyclable supplies appropriately.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>A functional beauty therapy unit</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Observation</p> <p>3.3 Oral questioning</p> <p>3.4 Interview</p> <p>3.5 Project</p> <p>3.6 Portfolio</p> <p>3.7 Third party report</p>
4. Context of Assessment	<p>Assessment could be conducted:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p>

5. Guidance  
information for  
assessment

Holistic assessment with related units in the sector is recommended.