



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



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NAIROBI

CONDUCT FACIAL SKIN CARE OPERATIONS

UNIT CODE: COS/OS/BT/CR/05/6/B

UNIT DESCRIPTION

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

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Plan and organize facial skin care operations	1.1 Resource <i>requirements</i> for facial skin care 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 Operational <i>resources</i> are allocated based on the facial skin care services offered and previous experience. 1.4 Facial skin care 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 <i>legal requirements</i> .
2. Set up and prepare to provide facial skin care services	2.1 Requirements for facial skin care are identified and gathered as per workplace policy. 2.2 <i>Safety and health</i> precautions are observed as per <i>legal requirements</i> .

	<p>2.3 Tools and equipment are checked for serviceability as per manufacturers' instructions.</p> <p>2.4 Facial skin care products and supplies are checked for usability as per legal requirements and manufacturers' instructions.</p> <p>2.5 Personal protective gears are identified and gathered based on service requirements and manufacturer's instructions.</p>
3. Provide facial skin care 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 Hygiene and sanitation principles are observed as per standard operating procedures.</p> <p>3.4 Skin analysis is conducted as per standard operating procedures.</p> <p>3.5 Disorders on skin are identified and action taken based on nature of the disorder.</p> <p>3.6 Products and supplies are used as per service required and manufacturers' instructions.</p> <p>3.7 Client is prepared for facial skin care as per standard operating procedures.</p> <p>3.8 Preservative facial skin care is performed as per clients' specifications and standard operating procedures.</p> <p>3.9 Corrective facial skin care is performed as per clients' specifications and standard operating procedures.</p> <p>3.10 After care advise is given as per workplace policy and standard operating procedures.</p>
4. Carry out post service procedures	<p>4.1 Tools and equipment 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 Recyclable supplies are</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.

Variables	Range
<i>Facial skin care products and supplies</i> may include but not limited to;	<ul style="list-style-type: none"> • Assorted sanitizers • Assorted cleansers • Assorted toners • Assorted facial scrubs • Assorted massage oils • Assorted moisturizers • Assorted masks • Assorted serums • Assorted solutions • Assorted towels • Gauze • Gowns • Disposable rubber gloves • Improvised
2. <i>Preparation of Client for facial skin care</i> may include but not limited to;	<ul style="list-style-type: none"> • Draping • Gowning • Counselling
3. <i>Preservative facial skin care</i> may include but not limited to;	<ul style="list-style-type: none"> • Basic • Aromatherapy
4. <i>Corrective facial skin care</i> may include but not limited to;	<ul style="list-style-type: none"> • Acne • Bio-lift • Electrotherapy • Faradic
5. Facial skin care tools and equipment may include but not limited to:	<ul style="list-style-type: none"> • Product applicators • Facial bed • Facial seat • Facial steamer • Facial electric machines
6. Facial electric machines may	<ul style="list-style-type: none"> • Facial steamer • Facial electrotherapy machines • Facial faradic machines

include but not limited to:	<ul style="list-style-type: none"> • Infra-red lamps
7. Legal requirements may include but not limited to:	<ul style="list-style-type: none"> • OSH act • NEMA regulations • Public Health Act Cap 254 • EMCA 2015 • County by-laws • Labour laws • KRA act
8. Recyclable supplies may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
9. Non-recyclable supplies may include but not limited to:	<ul style="list-style-type: none"> • Gloves • Applicator • Stencils • Wool
10. Personal protective gears may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
11. Disorders on skin may include but not limited to:	<p>Infectious</p> <ul style="list-style-type: none"> • Bacterial • Fungal • Viral <p>Non- infectious</p> <ul style="list-style-type: none"> • Allergies • Cuts • Bruises • Burns

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
- Observations skills
- Organizational skills

Technical skills

- Balancing
- Mixing
- Kneading
- Tapping
- Pinching
- Draining
- Knuckling
- Effleuraging
- Flexing
- Blending
- Pressure application
- Posturing
- Product application
- Technology skills
- Extraction

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
- Facial anatomy and physiology
- Facial theory
- Product knowledge
- Supplies in facial skin care treatment
- Facial skin care treatment 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>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified and secured resource requirements for facial skin care treatment operations. 1.2 Allocated duties and supervised staff. 1.3 Allocated operational resources appropriately. 1.4 Developed and disseminated facial skin care treatment standard operating procedures. 1.5 Developed and implemented staff remuneration policy 1.6 Demonstrated understanding of legal framework of starting and running of a business enterprise. 1.7 Observed safety and health precautions in service delivery. 1.8 Demonstrated abilities to use facial skin care treatment tools and equipment. 1.9 Consulted and negotiated with the client appropriately. 1.10 Appropriately conducted skin analysis and acted. 1.11 Demonstrated understanding of skin disorders. 1.12 Used facial skin care treatment products and supplies appropriately. Demonstrated ability to perform 1.13 various facial skin care treatment procedures correctly. 1.14 Demonstrated understanding of facial skin treatment principles and procedures. 1.15 Managed and disposed waste appropriately. 1.16 Managed and stored recyclable supplies appropriately.
2. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1 A functional beauty therapy unit

3. Methods of Assessment	Competency may be assessed through: Written test Observation Oral questioning Interview Project Portfolio Third party report
4. Context of Assessment	Assessment could be conducted: On-the-job Off-the-job During industrial attachment
5. Guidance information for assessment	Holistic assessment with related units in the sector is recommended.