



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



TVET CDACC
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NAIROBI

CONDUCT MAKE-UP OPERATIONS

UNIT CODE: COS/OS/BT/CR/02/6/B

UNIT DESCRIPTION

This unit covers the competencies required to conduct make-up operations. It involves planning and organizing make-up operations, setting up and preparing to provide make-up services, providing make-up 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 make up operations	1 .1 <i>Resource requirements</i> for make-up 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 <i>Operational resources</i> are allocated based on the make-up services offered and previous experience. 1 .4 Make-up standard operating procedures are developed and disseminated as per workplace policy. 1 .5 New 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
2. Set up and prepare to provide make-up and associated services	2 .1 Requirements for make-up are identified and gathered as per workplace policy. 2 .2 <i>Safety and health</i> precautions are observed as per <i>legal requirements</i> . 2 .3 <i>Tools and equipment</i> are checked for serviceability as per manufacturers' instructions. 2 .4 <i>Make-up products and supplies</i> are checked for usability as per legal requirements and manufacturers' instructions. 2 .5 <i>Personal protective gears</i> are identified and gathered based on service requirements and manufacturer's instructions.

3. Provide make-up 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 Skin is prepared for make-up as per standard operating procedures.</p> <p>3.8 Clients' eyebrows are prepared/ shaped based on clients' specifications and standard operating procedures.</p> <p>3.9 Eyelash extensions are fixed based on clients' specifications and standard operating procedures.</p> <p>3.10 Diverse types of make-up are applied based on clients' Specifications and standard operating procedures.</p> <p>3.11 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 cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>4.4 Non-recyclable supplies 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.

Variables	Range
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1. Eyebrow shaping methods may include but not limited to:	<ul style="list-style-type: none"> • Tweezing • Threading • Gelling • Waxing • Stenciling • Shaving • Concealing • Micro blading • Tinting • Tattooing
2. <i>Tools and equipment</i> may include but not limited to:	<ul style="list-style-type: none"> • Brushers Recliners • Tweezers • Thread • Sponges • Spatulas • Tattoo applicator
3. <i>Types of make-up</i> may include but not limited to:	<ul style="list-style-type: none"> • Day make-up Office • make-up • Evening make-up • Themed make-up
4. <i>Themed make-up</i> may include but not limited to:	<ul style="list-style-type: none"> • Bridal Studio • Runway • Fantasy • Prosthetic • Special effect
5. <i>Legal requirements</i> 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
6. Recyclable supplies may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers

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

- Technology skills

Technical skills

- Fixing
- Repairing
- Balancing
- Designing
- Sculpting
- Mixing
- Blending
- Cleansing
- Painting
- Concealing
- Powdering
- Shaping
- Trimming

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
- Colour spectrum ☐ Make-up theory
- Product knowledge
- Supplies in make-up
- Make-up 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><i>Assessment requires evidence that the candidate:</i></p> <ul style="list-style-type: none"> 1 .1 Identified and secured resource requirements for make-up operations. 1 .2 Allocated duties and supervised staff. 1 .3 Allocated operational resources appropriately. 1 .4 Developed and disseminated make-up 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 ability to use make-up 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 make-up products and supplies appropriately. 1.13 Demonstrated ability to perform various make-up procedures correctly. 1.14 Demonstrated understanding of make-up processes. 1.15 Managed and disposed waste appropriately. <p>Managed and stored recyclable supplies appropriately.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p style="text-align: center;">A functional beauty therapy unit</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Observation 3.3 Oral questioning 3.4 Interview 3.5 Project
	<ul style="list-style-type: none"> 3.6 Portfolio 3.7 Third party report
4. Context of Assessment	<p>Assessment could be conducted:</p> <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the-job 4.3 During industrial attachment

5. Guidance information for assessment	Holistic assessment with related units in the sector is recommended.
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