



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPIST

KNQF LEVEL 5

PROGRAMME CODE:1012 554B



TVET CDACC
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NAIROBI

PROVIDE FACIAL SKIN CARE SERVICES

UNIT CODE: COS/OS/BT/CR/05/5 /B

UNIT DESCRIPTION

This unit covers the competencies required to provide facial skin care services. It involves 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	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	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. Set up and prepare to provide facial skin care services	1 .1 Requirements for facial skin care are identified and gathered as per workplace policy. 1 .2 Facial skin care standard operating procedures are adhered to as per workplace policy. 1 .3 Occupational safety and health precautions are observed as per <i>legal requirements</i> .
	1 .4 <i>Tools and equipment</i> are checked for serviceability as per manufacturers' instructions. 1 .5 Facial skin care <i>products and supplies</i> are checked for usability as per legal requirements and manufacturers' instructions. 1 .6 <i>Personal protective gears</i> are identified and gathered based on service requirements and manufacturer's instructions.
2. Provide facial skin care services	2 .1 Personal protective gears are worn based on manufacturer's instructions. 2 .2 Client consultation is done as per workplace policy. 2 .3 <i>Hygiene and sanitation</i>

	<p><i>principles</i> are observed as per standard operating procedures.</p> <p>2 .4 Skin analysis is conducted as per standard operating procedures.</p> <p>2 .5 <i>Disorders on skin</i> are identified and action taken based on nature of the disorder.</p> <p>2 .6 <i>Products and supplies</i> are used as per service required and manufacturers' instructions.</p> <p>2 .7 <i>Client is prepared for</i> facial skin care as per standard operating procedures.</p> <p>2 .8 <i>Preservative facial skin care</i> are performed as per clients' specifications and standard operating procedures.</p> <p>2 .9 After care advise is given as per workplace policy and standard operating procedures.</p>
3. Carry out post service procedures	<p>3.1 <i>Tools and equipment</i> are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>3.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>3.3 <i>Recyclable supplies</i> are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>3.4 <i>Non-recyclable supplies</i> 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.

Variable	Range

1. Facial skin care products and supplies may include but not limited to:	1 .1 Assorted sanitizers 1 .2 Assorted cleansers 1 .3 Assorted toners 1 .4 Assorted facial scrubs 1 .5 Assorted massage oils 1 .6 Assorted moisturizers 1 .7 Assorted masks 1 .8 Assorted serums 1 .9 Assorted solutions 1 .10 Assorted towels 1 .11 Gowns 1 .12 Disposable rubber gloves 1 .13 Improvised (natural products)
2. Preparation of Client for facial skin care may include but not limited to:	2.1 Draping 2.2 Gowning 2.3 Counselling
3. Preservative facial skin care may include but not limited to:	3.1 Basic facial skin care Aromatherapy 3.2
4. Facial skin care tools and equipment may include but not limited to:	4.1 Product applicators Facial bed 4.2 4.3 Facial seat 4.4 Facial steamer 4.5 Facial electric machines
5. Legal requirements may include but not limited to:	5.7 OSH act 5.8 NEMA regulations 5.9 Public Health Act Cap 254

	5.10 EMCA 2015 5.11 County by-laws 5.12 Labour laws 5.13 KRA act
6. Recyclable supplies may include but not limited to:	6.1 Aprons 6.2 Towels 6.3 Drapers
7. Non-recyclable supplies may include but not limited to:	7.1 Gloves 7.2 Applicator 7.3 Stencils Wool
8. Personal protective gears may include but not limited to:	8.1 Aprons 8.2 Towels 8.3 Drapers
9. Disorders on skin may include but not limited to:	9.1 Fungal 9.2 Viral 9.3 Non infectious 9.4 Allergies 9.5 Cuts 9.6 Bruises 9.7 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
- Effleurage
- Flexing
- Blending
- Pressure application
- Posturing
- Product application
- Technology skills
- Extraction

Required Knowledge

The individual needs to demonstrate knowledge of: □ Business operational resources

- Facial skin care standard operating procedures
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin analysis
- Facial anatomy and physiology
- Product knowledge
- Supplies in facial skin care
- Facial skin care tools and equipment
- Waste management
- Legal requirements related to salon operations
- Ethics and etiquette 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> <p>1 .1 Identified resource requirements for facial skin care operations.</p> <p>1 .2 Adhered to facial skin care standard operating procedures.</p>
	<p>1 .3 Demonstrated understanding of legal requirements related to salon operations.</p> <p>1 .4 Observed safety and health precautions in service delivery.</p> <p>1 .5 Demonstrated ability to use facial skin care tools and equipment.</p> <p>1 .6 Consulted and negotiated with the client appropriately.</p> <p>1 .7 Appropriately conducted skin analysis and acted.</p> <p>1 .8 Demonstrated understanding of skin disorders.</p> <p>1 .9 Used facial skin care products and supplies appropriately.</p> <p>1 .10 Demonstrated ability to perform various facial skin care procedures correctly.</p> <p>1 .11 Demonstrated understanding of facial skin principles and procedures.</p> <p>1 .12 Managed and disposed waste appropriately.</p> <p>1 .13 Managed and stored recyclable supplies appropriately.</p>
2. Resource Implications	The following resources must be provided:
	A functional beauty therapy unit
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 Portfolio</p> <p>3.6 Third party report</p>

4. Context of Assessment	Assessment could be conducted: 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.