



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPIST

KNQF LEVEL 5

PROGRAMME CODE:1012 554B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

PROVIDE HAIR REMOVAL SERVICES

UNIT CODE: COS/OS/BT/CR/07/5/B

UNIT DESCRIPTION

This unit covers the competencies required to provide hair removal services. It involves setting up and preparing to provide hair removal services, providing hair removal 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. Set up and prepare to provide hair removal services	1 .1 Requirements for hair removal are identified and gathered as per workplace policy. 1 .2 Hair removal 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 Hair removal <i>tools and equipment</i> are checked for serviceability as per manufacturers' instructions. 1 .5 Hair removal <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 hair removal 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 principles</i> are observed as per standard operating procedures.

	<p>2.4 Skin and hair analysis is conducted as per standard operating procedures.</p> <p>2.5 Disorders on skin and hair are identified and action taken based on nature of the disorder.</p> <p>2.6 Products and supplies are used as per service required and manufacturers' instructions.</p> <p>2.7 Client is prepared for hair removal as per standard operating procedures and workplace policy.</p> <p>2.8 Eye brow shaping is performed as per standard operating procedures.</p> <p>2.9 Waxing is performed as per standard operating procedures and workplace policy.</p>
	<p>2.10 Depilation is done as per standard operating procedures and workplace policy.</p> <p>2.11 After care advise is given as per workplace policy and standard operating procedures.</p>
3. Carry out post service procedures	<p>3.1 Tools and equipment 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 Recyclable supplies are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>3.4 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.

Variable	Range

1. Hair removal tools and equipment may include but not limited to:	1.1 Tweezers 1.2 Threads 1.3 Wax heater 1.4 Eyebrow scissors
2. Preparation of client for hair removal may include but not limited to:	2.1 2.2 Sanitizing 2.3 Gowning Draping
	2.4 Counselling
3. Eyebrow shaping techniques may include but not limited to:	3.1 3.2 Waxing 3.3 Tweezing 3.4 Threading Shaving
4. Hair removal products and supplies may include but not limited to:	4.1 4.2 Assorted wax 4.3 Depilatory creams Foam
5. Legal requirements may include but not limited to:	5.1 5.2 OSH act 5.3 5.4 NEMA regulations 5.5 Public Health Act Cap 254 EMCA 2015 County by-laws 5.6 Labour laws 5.7 KRA act
6. Recyclable supplies may include but not limited to:	6.1 6.2 Aprons 6.3 Towels Drapers
7. Nonrecyclable	7.1 7.2 Gloves Applicator
supplies may include but not limited to:	7.3 Stencils 7.4 Wool
8. Personal protective gears may include but not limited to:	8.1 8.2 Aprons 8.3 Towels Drapers

9. Disorders on skin and hair may include but not limited to:	9.1 Infectious o Bacterial o Fungal o Viral 9.2 Non-infectious o Allergies o Cuts o Bruises o Burns
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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

- Designing
- Artistry
- Balancing
- Posturing
- Product application
- Technology skills
- Shaving
- Threading
- Tweezing
- Waxing

Required Knowledge

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

- Hair removal standard operating procedures
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin and hair analysis
- Skin and hair anatomy and physiology
- Hair removal theory
- Product knowledge
- Supplies in hair removal
- Hair removal 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	Assessment requires evidence that the candidate: 1 .1 Identified resource requirements for hair removal operations. 1 .2 Adhered to hair removal standard
	operating procedures. 1 .3 Demonstrated understanding of legal requirements related to salon operations. 1 .4 Observed occupational safety and health precautions in service delivery. 1 .5 Demonstrated ability to use hair removal tools and equipment. 1 .6 Consulted and negotiated with the client appropriately. 1 .7 Appropriately conducted skin and hair analysis and acted. 1 .8 Demonstrated understanding of hair and skin disorders. 1 .9 Used hair removal products and supplies appropriately. 1 .10 Demonstrated ability to perform various hair removal procedures correctly. 1 .11 Demonstrated understanding of hair removal principles and procedures. 1 .12 Managed and disposed waste appropriately.

	1.13 Managed and stored recyclable supplies appropriately.
2. Resource Implications	The following resources must be provided: A functional beauty therapy unit
3. Methods of Assessment	Competency may be assessed through: 3.1 Written test 3.2 Observation 3.3 Oral questioning 3.4 Interview 3.5 Project 3.6 Portfolio 3.7 Third party report
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.