



Eyebrow Lamination

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Introduction to Eyebrow Lamination

Eyebrow lamination is a fabulous new eyebrow grooming trend that originated from Russia.

The brow lamination process involves straightening eyebrow hairs using a chemical solution, this makes all the hairs stand in the desired direction.

Brow Lamination gives your client much neater, perfectly groomed brows that last for up to 6-8 weeks. It is great for unruly eyebrows. The brow lamination treatment on its own will take approximately 30 minutes to complete. If the client also requires brow tinting and shaping this will add to the overall treatment time and cost.



Introduction, Reception and Consultation

Introduction

It is often said that the eyes are the windows to the soul, and it is for this reason that women have paid close attention to how they are presented for centuries. Well-groomed eyebrows frame the eyes, showing them off to their full potential whilst also balancing the face.

Benefits

- Eyebrow lamination treatments are great for anyone who has unruly brows. They ensure your brows look great all the time even when you go on holiday, work out at the gym or go swimming.
- Some client's struggle to maintain groomed eyebrows because they have poor eyesight and so this is an ideal treatment for them.
 - If the brows are also shaped and tinted the brows look more defined and will require less makeup.

Reception

Reception is the first aspect of your business that a client will encounter. Whether this is face to face, or over the phone, this is the first impression your client will get and so should be handled professionally.

Your receptionist represents your business, so it is important that they are always professional, polite and well presented. The receptionist should take bookings, answer enquiries, greet clients and take payments. They should be trustworthy, able to talk to clients with confidence and able to listen. If you cannot afford the luxury of a receptionist it is down to you to manage the bookings.

You should always ensure that anyone working on reception or taking your bookings knows as much as possible about the treatment. It may be worthwhile letting them experience the treatment for themselves. This way, when talking to clients, they will be able to let them know what to expect and answer any questions.



Advice Prior to Treatment

Some enquiries may include whether the client has to do anything themselves before treatment, such as what clothing to wear, how long the treatment lasts or whether there are any extra costs. They may also be asked about the benefits of treatments, the aftercare and whether there are any restrictions for treatment.

At the point of booking, the client should be advised not to wear make-up or have make-up on near the brows when they are attending their appointment. The client must also be made aware that if they haven't had an eyebrow lamination treatment before in your salon, they will need to arrange a separate appointment prior to the actual treatment to have a sensitivity patch test. This will test for any allergies to the tint product. This should be carried out in line with the individual manufacturers' instructions.

Reception

The receptionist should also be aware of any clients with special needs or disabilities, as they may require help getting to the treatment room or hearing instructions. Your receptionist should check the age of all clients to ensure that they can be treated within your insurance guidelines. Your receptionist may have to deal with sensitive or confidential information about clients. You should therefore ensure that your receptionist deals with this professionally and does not reveal it to any other parties.

Pricing Structure

Make sure that all staff and therapists are aware of the salon pricing structure for each treatment. You should always ensure that the service you offer is cost effective. Make sure that you consider all your overheads, the cost of your time, your local area and your particular clientele when setting a price for a treatment. The price you charge for your treatment should cover all overheads and include a reasonable profit margin, whilst also being affordable for your client. The average price charged for an eyebrow lamination treatment (without any additional add on brow services) is between £40-£45.



Consultation

Before carrying out any treatment, you should always carry out a thorough consultation.

The most important aspect of this is to ensure that it is safe to carry out the treatment. You should gather personal and medical information about your client, including whether they have any allergies or are taking medication. This should help you establish whether the client has any contra-indications to the treatment.

Remember that as a beauty therapist you are not qualified to diagnose a medical condition and therefore, if you have any doubt about whether to offer your client a treatment, you must refer them to their GP to obtain written consent prior to the treatment going ahead.

At the consultation stage you must establish the client's suitability for treatment by discussing their needs, medical history and lifestyle. The consultation will also allow you the opportunity to explain the whole treatment process and allow the client time to ask any questions they may have.

Manufacturer's Instructions & Sensitivity Patch Tests

You should always follow the individual manufacturer's instructions on how and when to perform the sensitivity patch test and use their products. Generally this will need to be done at least 24-48 hours prior to the treatment. The product will need to be applied to a sensitive but discreet patch of skin, such as behind the ear or in the crease of the elbow.

The test patch should be about the size of a small coin and the product should be left on for five minutes. The excess product should then be removed with cotton wool and the client should be advised to wash off the stain after the 24-48 hour period. You must ask the client to contact you if they suffer a positive reaction e.g. redness, swelling, itching etc. If there is a positive reaction the treatment must not go ahead. If the reaction is severe the



Recording Sensitivity Patch Tests

You must record the sensitivity patch test after you have carried it out on your client. The date on which the patch test was carried out and the outcome of the patch test must be recorded on the client's record card and stored safely on file.

Both the client and the therapist should sign the record card to confirm that the patch test has been performed.

Eyebrow lamination products contain chemicals which the client may have an adverse reaction to. This is of particular concern around the eye, as it is an extremely sensitive area of the body, and so any reaction could be very uncomfortable and potentially damaging.

Manufacturer's Instructions & Sensitivity Patch Tests

We would also recommend that patch testing must re-occur if you decide to change your product supplier. All existing customers must be re-tested if you change the brand of brow lamination products. A new supplier may have different instructions for use of their products and their patch testing requirements may vary.

Allergic Reaction

When the client returns for their treatment you should also examine the area yourself for any signs of a reaction. If the client has experienced a reaction you should not treat them. You should make a note of any reaction and the product that caused this on the client's record card. This will ensure that other staff in the salon are aware of the client's reaction and prevent them from offering the same treatment to the client in the future. You must always remember to review your client's medical history on every subsequent salon visit.

Consultation

During the consultation you must ensure that the client is happy to proceed with the treatment and knows exactly what is expected of them in relation to following the aftercare instructions that you will give them. Remember a consultation needs to be conducted for every client. You should ensure that you have an organised system of requesting clients to fill in their basic details that complies with GDPR.

It is not only important for the safety of your client,
but also acts as an excellent tool for keeping in
contact with your new clients.



Client Information

Remember, a consultation needs to be conducted for every client. This includes pamper parties, craft fairs and taster sessions too. You should have an organised system of requesting clients to fill in basic details. It is not only important for the safety of your client but also acts as an excellent tool for keeping in contact with your new clients if they give you consent to do so.

At every subsequent appointment, you should always establish if anything has changed in relation to the client's health since the last appointment, and the record card should be updated accordingly. The record card is an important document and must be kept up-to-date at all times.

There may be an occasion when another therapist in the salon has to treat your client and they must have all the necessary information to hand in order to treat the client safely. This information should be kept confidential at all times to comply with the General Data Protection Regulations (2018). We now have a GTi GDPR online training course available to teach you about GDPR compliance, for more information go to www.beautyguild.com/courses/

Client Record Card

We have created a sample record card for you to use. This will be available to you once you have successfully completed the course. Where a client has an existing medical condition that requires a GP's written consent prior to the treatment going ahead, you must ensure that when this is obtained, it is stored safely with the record card.

The client record card becomes a vital piece of evidence in the event of a client making a claim against you for personal injury following a massage treatment. It would be required by your insurers and their team of investigators to prove that you had carried out the necessary checks to ensure that the treatment was suitable and safe for the client. It also shows that you had obtained the client's own written permission, and their GP's if required, for the treatment to go ahead.

Consultation Process

After you have been through each stage of your consultation, you should check to make sure your client has clearly understood what you have told them. You must be able to empathise with your client when communicating with them. Your own body language can help you to empathise with your client. It can help your client to feel less intimidated, allowing them to feel more comfortable about answering personal questions during the consultation process.



Remember The Sensitivity Patch Test

If the client has never had a henna brow treatment before at your salon you must always carry out a sensitivity patch test to ensure that they are not allergic to the products that you use. This must be carried out at least 24 hours prior to their first appointment. Apply a small amount of the henna brow tinting products that you would normally use during the course of a treatment to a small area of the client's skin. You must advise the client how to recognise a positive reaction to the patch test. A positive patch test will result in redness and maybe some irritation and itching. If there is a positive reaction then the treatment must not go ahead. The date that the patch test was carried out and the outcome must be noted on the client record card.

Treating Minors Age Restrictions

Henna brow treatments must not be carried out on clients under the age of 16 years of age even with parent or guardian's written consent In England, Wales and Northern Ireland, a minor is anyone under the age of 18 and in Scotland it is 16. Sometimes you will get requests for appointments from clients who are younger. If the client is under 18, you should always obtain written permission from their parent or guardian for the treatment to go ahead and they should accompany the minor to the salon for the appointment. Appointments must be made outside of school hours.

You should check with your insurance company with regard to any guidelines for treating minors. Also, contact your local district or borough council and ask about any stipulations you need to follow with regard to The Miscellaneous Provisions Act as they may vary from one council to another.

The department who will be able to clarify this for you is the Licensing Department. We have created a sample parental/guardian treatment consent letter for you to use. This will be available to you once you have successfully completed the course.



Anatomy & Physiology – The Skin

The Skin

Anatomy and Physiology is crucial to any competent beauty therapist. You must first understand how our bodies are made up and how they work in order to understand how to perform your treatment. The skin is one of the largest organs in the body and consists of tissues which are joined together to perform specific functions. It is an epithelial tissue that can be used by therapists and nail technicians to assess their client's condition, as it can show signs of stress, dehydration or poor health.

Integumentary System

The skin has a number of appendages including hair and nails, which together are known as the integumentary system. The nail is a modification of the stratum corneum (horny) and stratum lucidum (clear) layers of the epidermis. Nails are non-living tissue which protect the fingers and are used as tools for the manipulation of objects. Hair grows from a sac-like depression in the epidermis called a hair follicle. The primary function of hair is also protection.

Functions of the Skin

The skin offers protection, temperature regulation and waste removal as well as providing a sense of touch. The sensitivity of the skin comes from the many sensory nerve endings found just under the skin which detect heat, cold, pain and pressure. Heat regulation is achieved through a number of mechanisms. Sweating and vasodilation cools the skin whilst vasoconstriction warms it up.

The skin also retains heat through the contraction of the erector pili muscle, causing the appearance of goose bumps. The body is protected as the skin is a waterproof layer which can also defend against physical damage, bacteria, dehydration and UV radiation..



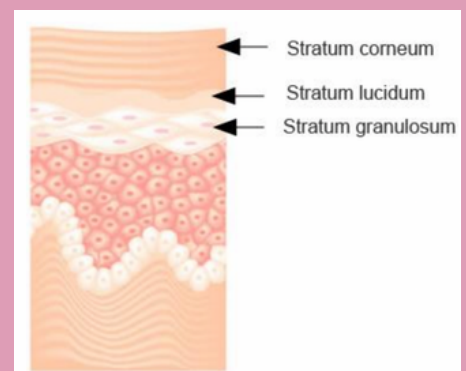
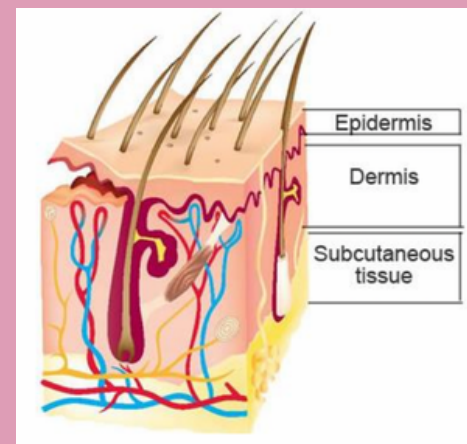
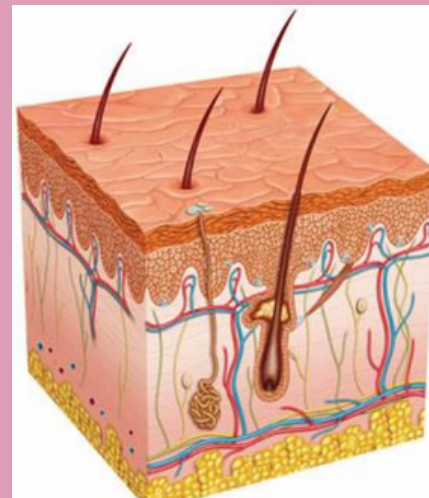
Sweating also helps to excrete waste products from the body. Urea, water and salt are removed via the sweat glands through the surface of the skin. Another function of the skin is to act as a warning system. The skin offers visible signs such as redness and irritation to show that it is intolerant to something, whether that be internal or external. The skin also provides a form of storage for fat, an energy reserve. On top of this, it also produces significant amounts of vitamin D. This is created when sunlight comes in contact with the skin and produces a chemical reaction.

Layers of the Skin

The skin begins the ageing process as soon as the body stops growing. This is usually around the age of 17 in women and 19 in men. There are two main layers of the skin; the epidermis and the dermis. The epidermis is the outer, thinner layer, whilst the dermis is the inner, thicker layer. Beneath this, the subcutaneous layer attaches to underlying organs and tissues. The epidermis is made up of layers of epithelial tissue and has no blood vessels. The dermis consists of areolar connective tissue supported by collagen and elastin. The dermis contains blood vessels, nerve endings, sweat glands, hair follicles and sebaceous glands.

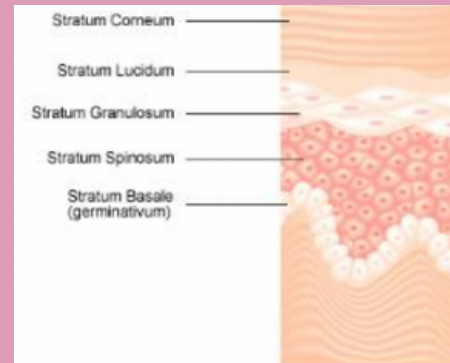
Layers of the Epidermis

The epidermis offers a waterproof, protective covering, consisting of five layers. The three outer layers, stratum corneum (horny), stratum lucidum (clear) and stratum granulosum (granular), consist of dead cells as a result of keratinisation. The cells in these layers are dead and scaly and are constantly being rubbed away by friction. The inner two layers, stratum spinosum (prickle-cell) and stratum germinativum (basal cell), are composed of living cells. The stratum corneum is the top layer which forms a barrier. It is made up of dead, flat, keratinised cells, which are hardened cells which have lost their nucleus. These cells continually shed from the surface in a process called desquamation.



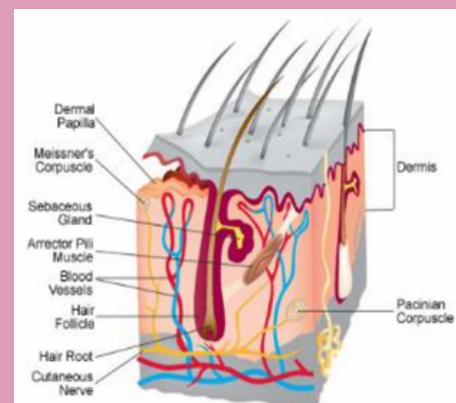
Layers of the Epidermis

The clear cell layer, or stratum lucidum, consists of dead cells which have no nucleus. These cells are transparent to allow light to penetrate to deeper layers. This can only be found in areas of friction, such as the soles of the feet and palms of the hands. The stratum granulosum contains a mixture of living and dead cells as the cells are beginning to die. The cells become flatter and contain granules of keratin, starting the process of keratinisation. Living cells are contained in the stratum spinosum. These cells have moved up from the stratum basale and interlock with fine threads. It is this area of the skin where melanin is found. The deepest layer of the epidermis is the stratum basale, in which living cells are continually dividing in a process called mitosis.



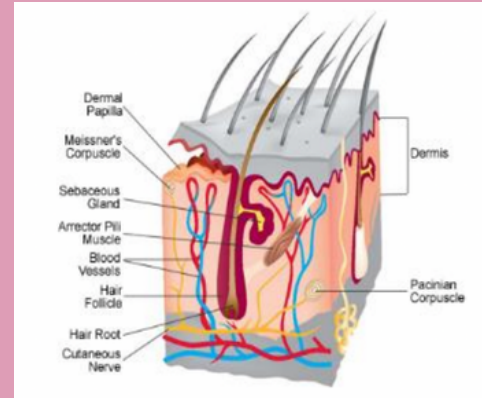
Functions of the Dermis

All nutrients pass to the cells in the epidermis from blood vessels in the dermis. The main functions of the dermis are to provide support, strength and elasticity. It is made up of dense connective tissue that is tough, extensible and elastic. It has a higher water content and therefore helps to provide nourishment to the skin. The dermis has a superficial papillary layer and a deep reticular layer. The dermis has an abundant supply of blood vessels. Arteries carry oxygenated blood to the skin via arterioles and these enter the dermis from below and branch into a network of capillaries. These networks form to provide the basal cell layer or the epidermis with food and oxygen. The capillary networks drain into small veins which carry the deoxygenated blood away from the skin and remove waste products.



Lymphatic Vessels

The lymphatic vessels form a network in the dermis, allowing the removal of waste from the skin's tissues. Lymph vessels are found around the dermal papillae, glands and hair follicles. Nerves are also widely distributed throughout the dermis. These sensory nerves send messages to the brain and are sensitive to heat, cold, pain, pressure and touch.



Skin Types

There are a variety of different skin types, which all have their own visible characteristics. The basic skin types are normal, dry, oily and combination.

Skin Type	Skin Structure	Characteristics
Normal	Water and oil content is constant. Neither too oily or too dry.	Pore size is small or medium. Moisture content is good. Texture is smooth and even. Colour is healthy. Elasticity is good and skin is firm. Usually free from blemishes. Often found in the young.
Dry	Lacking in sebum, moisture or both.	Pores are small and tight. Moisture content is poor. Texture is coarse and thin, possibly flaking, it can feel papery. Tendency towards sensitivity. Possible premature ageing, particularly around the eyes. Skin pigmentation can be uneven. Little elasticity. Milia are often found around the cheek and eye.

Skin Type	Skin Structure	Characteristics
Oily	Increased levels of sebum.	Pores are enlarged. High moisture content. Texture is coarse and thick. Sallow in colour. Skin tone is good. Prone to shininess. Elasticity is good. Uneven pigmentation. Susceptible to skin disorders such as comedones, pustules, papules, milia or sebaceous cysts. Most common during puberty.
Combination	Oily around the chin, nose and forehead (T-zone). Rest of the face and neck is usually dry.	Pores in the T-zone are enlarged, and small to medium in the cheek. Moisture content is high in oily areas, and poor in dry areas. Texture is coarse and thick in the T-zone and thin in dry areas. Oily skin is sallow, whilst the dry area is sensitive, with high colour. Skin tone is good in oily areas, and poor in dry areas. Pigmentation is uneven, and there may be blemishes in the oily areas. The most common skin type.



Sensitive Skin

Some people suffer from sensitive skin separately from the dry skin type. This can be recognised by high colouring, and broken capillaries in the cheek area.

The skin is usually warm and there can be some flaking. In black skin, the irritation shows as a darker patch, rather than redness. Allergic skin is irritated by external allergens, and so can react to chemicals that are applied to it.

Dehydrated Skin

Dehydrated skin has lost water, and is usually associated with dry or combination skin types. This could be due to a change in diet, or illness, in which case the client may be taking medication. It can also be caused by low humidity or air-conditioning. The skin has a slight orange-peel effect and some flaking. There are some signs of ageing and broken capillaries.

Mature Skin

Mature skin can take on different skin characteristics, particularly in women due to the hormonal changes within the body. It can become dry and lose elasticity. Some lines and wrinkles will appear, and skin is thinner. Broken capillaries will appear, muscle tone is reduced and blood circulation becomes poor. There can be some puffiness due to a decrease in excretion efficiency, and irregular pigmentation can occur.

Anatomy & Physiology – The Hair & The Eye

The Hair

A hair is an appendage of the skin. It grows out of, and is part of the skin, and is made up of dead skin cells containing keratin. The palms of the hands, soles of the feet, lips and some parts of the sex organs are the only parts of the skin which are not covered in hair.

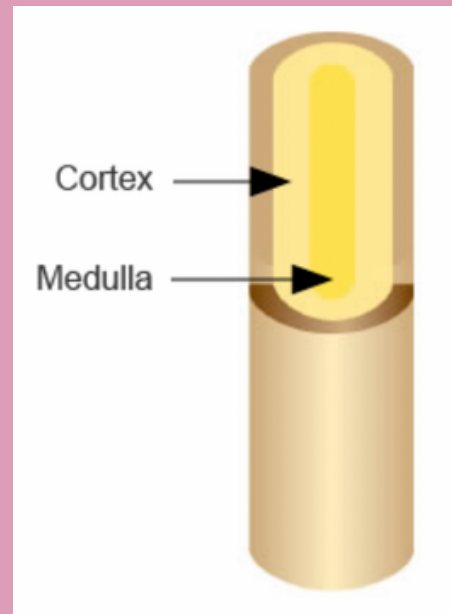
Functions of Hair

The hair has a number of different functions including insulation and protection from physical damage and the sun. The eyelashes help prevent foreign particles entering the eyes, whilst nostril hair does the same for the nose. Body hair also provides a sensory function and helps to secrete sebum on the surface of the skin.



Layers of Hair

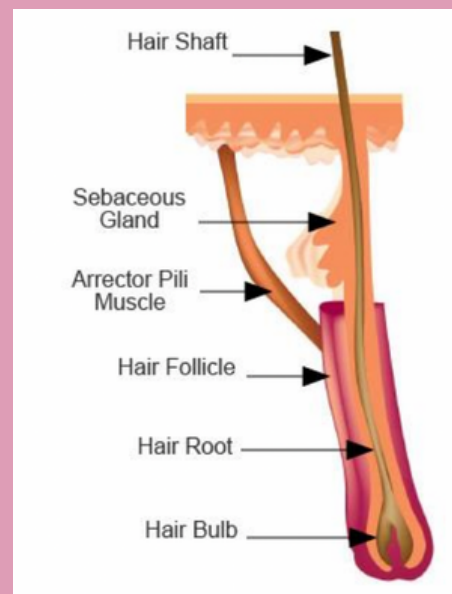
There are three types of cells in the hair, which form different layers. The medulla is the central layer and contains soft keratin. This layer only exists in coarser hair, not thinner hair. The pigment, along with hard keratin is found in the cortex, the thickest layer of the hair. This layer is made up of dense, elongated cells. It is these cells which contain the pigment and hard keratin. The pigment is what gives the hair its colour, and once this stops being produced, the hair becomes white. Tinting products colour the melanin in the hair, which is why grey or white hair is more difficult and time consuming to treat. The outer layer of the hair is the cuticle. The cells contained within the layer are thin and flat, and contain hard keratin.



Composition of The Hair

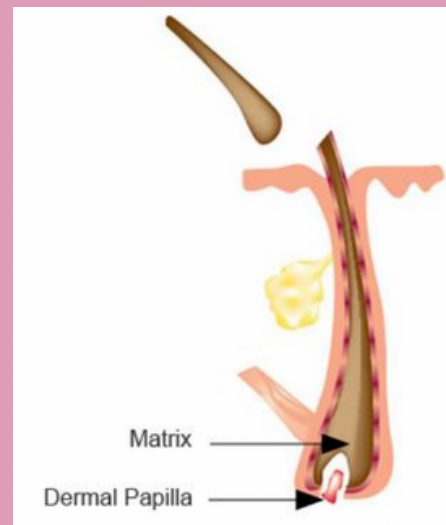
The hair is made up of a root, the part of the hair within the follicle, the bulb, which is the base of the root, and the shaft, which can be seen above the surface of the skin. The hair grows out of the follicle, which is a continuation of the epidermis.

The movement of the hair is controlled by the arrector pili muscle, which is attached to the base of the follicle. The muscle contracts, and pulls the follicle and hair upright. The sebaceous gland produces sebum, which is secreted into the follicle. The purpose of sebum is to soften the hair and skin and protect against infection.



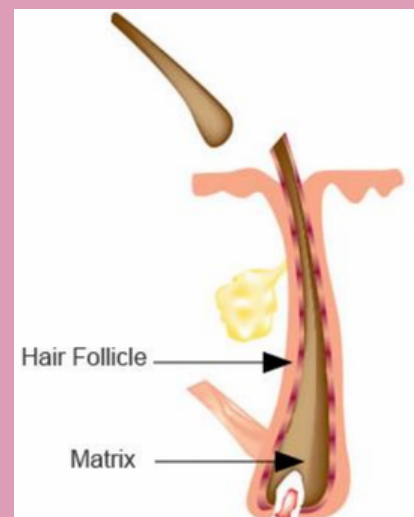
Growth of the Hair

The growth of the hair comes from the dermal papilla. This has a good blood supply, and is a separate organ which serves the follicle. The matrix is the lower part of the bulb and divides the cells from which the hair is formed.

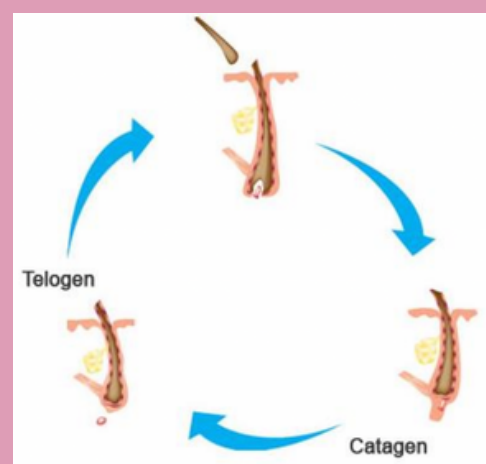


The hair follicle is made up of the inner epithelial root sheath, which is covered with cuticle cells and anchor the hair, the outer epithelial root sheath which forms the follicle wall and the connective- tissue sheath which provides a sensory and blood supply.

As with most functions of the body, the growth of the hair is part of a cycle. The first part of the cycle is the anagen stage, where the hair actively grows. The follicle re-forms and a new hair begins to grow from the matrix.



The hair separates from the papilla in the catagen stage. It is carried by the movement of the inner sheath to the sebaceous gland where it stays until it falls out. The telogen stage is the resting stage.



There are a number of patterns of hair growth according to a person's age, sex or race. Congenital hair growth is a pattern of growth which is genetic; the person is born with it. Topical hair growth is caused by sustained irritation to an area or by temporary methods of hair removal as the blood supply is stimulated, creating greater hair growth. Systemic hair growth is brought about by hormonal changes such as puberty, pregnancy or menopause. Hypertrichosis is an abnormal growth of excess hair whilst hirsutism describes a pattern which is abnormal for a person's sex. Superfluous hair is normal at certain points of life such as puberty.

Hair Types

There are three main types of hair: lanugo, vellus and terminal. Lanugo hairs are found on the body prior to birth and are fine with no medulla and are often unpigmented. Downy body and facial hair is vellus which usually has no pigment with no medulla or fully formed bulb. Terminal hairs are longer and coarser and carry pigment. Their appearance varies and their follicles are deeply set in the dermis with well-defined bulbs. This is the hair that usually makes up eyebrows, eyelashes, the scalp, pubic and underarm areas.

Factors Affecting Hair Growth

Hair does not grow uniformly and can be affected by factors such as the time of day, the weather and hormonal changes. Age, diet and stress can also affect this whilst darker hair grows more quickly than blonde hair. It is possible to have a hereditary pattern of hair growth, and race can also cause different patterns.



Contra-indications Preventing Treatment

Contra-indications And Contra-actions

A contra-indication is a factor which will prevent you from carrying out your treatment, whilst contra- actions are things which may occur as a result of the treatment, either during or after it. A contra-indication is a condition which can prevent a treatment proceeding or can delay it until such a time that the client has undergone medical treatment and has fully healed. You must be able to recognise a contra-indication in order to know when a treatment should or should not go ahead. Carrying out a treatment on a client with a contra-indication can put the client at risk by causing further harm to an existing condition as well as putting yourself and other people in the salon at risk from cross infection.

Total Contra-Indications

A positive reaction to the sensitivity patch test

Fever at the time of treatment.

Under the influence of drugs or alcohol.

Any sign of infection in the area e.g if pus or inflammation present.

Highly strung or nervous clients, as they may find it hard to tolerate the treatment.

Excessive broken capillaries in the area to be treated.

Very thin, fragile, crepey or hypersensitive skin.

The client has known skin allergies to the products used in the waxing and tinting process.

If the client advises you that they are taking blood thinning medication they must not be offered a wax treatment.

The client is allergic to sticking plasters, hair dye or henna products.

Hepatitis B and C

If you are advised that your client has been diagnosed with Hepatitis B or C (inflammation of the liver) you should not treat them as it is very infectious and you could pass the infection onto your other clients or even contract it yourself.

It is strongly recommend that waxing practitioners seek advice from their GP about getting vaccinated against Hepatitis B. Please note that there is currently no vaccination available for Hepatitis C.

Lymphoedema is the accumulation of lymph in the tissues. It mostly affects the legs and causes swelling.

Haemophilia is a disorder in which the blood clots very slowly. If a client has Haemophilia, they will bleed more and so this makes waxing dangerous.

Clients who have been diagnosed with these conditions are not able to have wax treatments.



Contra-indications

If the client suffers from any of the following conditions, treatment can only take place once the client has obtained written consent from their GP:

Any serious eye condition already being treated by a medical practitioner.

If the client is undergoing Chemotherapy or Radiotherapy

Diabetes controlled by medication

Oedema.

Neuritis.

Recent operations in the area to be treated.

Undiagnosed lumps or bumps.

Nervous or psychotic conditions.

Bell's palsy, trapped or pinched nerves.

Undiagnosed pain or inflammation in the area to be treated.

Loss of Sensation (Neuropathy)

Some diabetic clients experience neuropathy and cannot be offered treatment because they are unable to detect heat. This can make waxing treatments very dangerous because the client may not be able to tell you if the wax is too hot for them. If there is any sign of loss of sensation in the skin, in the area to be treated, you must refer the client to their medical practitioner for advice and consent prior to wax treatments.

If the client suffers from any of the following conditions, treatment can only take place once the client has obtained written consent from their GP:

Heart Conditions

If your client has a heart condition, they may be taking medication to thin their blood. Sometimes bleeding can occur during waxing and this could cause a problem as bleeding can be much harder to stop. It is therefore advisable to refer them to their GP for written consent prior to treating.

Recent Haemorrhage

Your client needs to obtain written consent from their GP before a waxing treatment can be offered. This is because the medicine the client has been prescribed may have an adverse affect on the treatment.

Use of Steroid Medication

The use of steroid creams or medication can cause a thinning of the skin.

Roaccutane (or Isotretinoin), Retin A, or Differin medication for the treatment of severe acne can cause extreme dryness

in the skin which often leads to thin or fragile

skin. Wait at least six months from completing

the course before waxing, or longer if the skin is still

fragile. The client must obtain written

permission from their GP prior to offering them a wax treatment.



GP's Written Consent

If you are not certain whether it is safe to treat a client then you should always refer them to their GP for a letter prior to offering them treatment. Beauty therapists are not qualified to diagnose medical conditions or understand about different medication that a client is taking and so if in doubt, do not treat. If you explain to the client why you require a letter, for example, you do not want to offer them a treatment that could have an impact on their health, they are usually happy to go to their GP.

Please be aware that some GP's refuse to write letters for their patients, whilst others may charge a fee for this service. If you cannot get a GP's letter then you would not be insured to carry out the treatment and this must be made clear to the client. Some salons ask their clients to sign a disclaimer to say they are willing to go ahead with the treatment without the GP's letter or without having taken a sensitivity patch test. However, disclaimers are not guaranteed to stand up in court if a personal injury claim is pursued.

Conditions that must be successfully treated by a medical practitioner prior to offering treatment

Anyone who is suffering from an infectious disease - such as flu, chicken pox or measles. Treatment can be carried out once the condition has been treated and cleared completely.

Stye (hordeolum) - inflammation of the eyelid, often the upper lid. This is caused by an infection in the hair follicle. There is swelling, redness and pain in the eyelid. Scratching or rubbing the infected area could cause the infection to spread. You should recommend that the client goes to the doctors for medication. The treatment can be carried out once the condition has been treated and cleared completely.



Impetigo - reddening of skin, but soon becomes a cluster of blisters or pustules. This is highly contagious, and treatment would cause cross infection. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Blepharitis - this is an inflammation of the rim of the eyelid which can be caused by a bacterial infection or the complication of an existing skin condition. Treatment should not go ahead as there is a risk of spreading or worsening the condition and the client should be referred to their GP the treatment can be carried out once the condition has cleared completely.

Folliculitis - infection of a hair follicle caused by the staphylococcus aureus bacteria. This is an acute inflammation which occurs with pus formation. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Boils - a boil is a painful, red bump on the skin usually caused by an infected hair follicle. As white blood cells fight the infection, pus forms inside and the boil grows larger. Eventually, it will rupture and the pus will drain away. Boils usually occur on the neck, face, thighs, armpits and buttocks. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Shingles - an infection of a nerve and the area of skin around it. It is caused by the herpes zoster virus, which also causes chickenpox. Most people have chickenpox in childhood, but after the illness has gone the virus remains dormant in the nervous system. The immune system keeps the virus in check, but later in life it can be reactivated and cause shingles. Shingles usually affects a specific area on either the left or right side of the body. The main symptoms are pain and a rash which develops into itchy blisters and then scabs over. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.

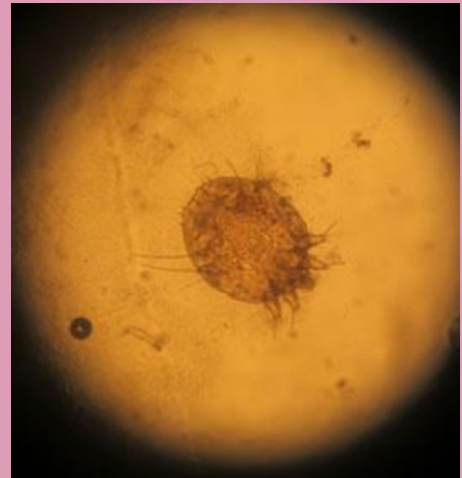


Ringworm - a general term used to refer to a skin infection caused by a fungi called dermatophytes. The condition is known as ringworm because it can leave a ring-like red rash on the skin. It does not have anything to do with worms. It can affect different parts of the body. Ringworm is highly contagious. It can be passed between people through skin contact and by sharing objects such as towels and bedding. It can also be passed on from pets such as dogs and cats. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Scabies - a contagious skin condition where the main symptom is intense itching. It is caused by tiny mites that burrow into the skin.

Scabies can be spread through skin-to-skin contact for long periods of time with someone who is infected or sexual contact with someone who is infected. Scabies can also be passed on through sharing clothing, towels and bedding with someone who is infected. However, this is less likely than getting the infection through skin-to-skin contact. The incubation period for scabies is up to eight weeks. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Body and Head Lice - infestation of the hair and clothes with wingless insects that cause intense irritation. As they make you itch, they can make you scratch your skin and may cause a rash. They are spread by head-to-head contact and climb from the hair of an infected person to the hair of someone else. You should recommend that the client goes to see their pharmacist for treatment. The treatment can be carried out once the condition has cleared completely.



Infective Conjunctivitis - infective conjunctivitis is caused by a virus or bacteria.

The most common symptoms include reddening and watering of the eyes, and a sticky coating on the eyelashes, particularly when waking up in the morning. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.



Herpes Simplex - this is the 'cold sore virus'. It is highly contagious and can be easily passed from person to person by close direct contact. Once someone has been exposed to the virus, it remains dormant most of the time. However, every so often the virus is activated by certain triggers, causing an outbreak of cold sores.

The triggers that cause cold sores vary from person to person. Some people have frequently recurring cold sores, two to three times a year for example, while others have one cold sore and never have another. Some people never get cold sores because the virus never becomes active. The client should be recommended to go to a local pharmacy for advice. Treatment can be carried out once the condition has cleared completely.



Conditions That May Prevent or Restrict Treatment

Hay fever - treatment is best avoided during the hay fever season. Watery, sensitive eyes must not be treated.

Loss of sensation in skin near the eyebrows – the client needs to be able to tell you if the wax you are using is too hot

Alopecia – a condition where hair falls out in patches or from areas where hair would normally grow.

Medication that may cause hair loss, such as chemotherapy.

Any condition or disease of the eye that has resulted in impaired or full loss of vision. Broken bones or fractures, abrasions, insect bites, broken skin, bruises and sunburn - do not offer treatment over the affected area until completely healed.

You can, where it is possible to do so, treat areas that are unaffected.

Eczema – appears on the skin as a red rash that sometimes is raised and can be itchy and there may be blisters. The skin can weep and crack and scaling of the skin can occur. Do not carry out treatment over any area on the body that is affected by eczema. If the client has very severe eczema it is best for them to obtain a GP's consent prior to treating as certain products may irritate the condition further.



Psoriasis - dull red papules appear on the skin that are covered in silvery scales that can become infected. You can work on areas of the body that are not affected, however, if there is any sign of infection or weeping you must not offer treatment and the client should take advice from their GP. This can commonly occur around the hair line.



Raised moles and skin tags - never work directly over them. If the moles are open or weeping refer the client to their GP for advice.

Recent semi-permanent make-up, facial piercings or tattoos - wait until the pierced or tattooed area has completely healed before offering a treatment.

Recent scar tissue - do not work over scar tissue that is less than six months old, and only then if there is no sign of redness and the scar looks healed. If in doubt, refer the client to their GP for advice before treating.



Epilepsy - when discussing this illness with your client, you have to be very careful not to offend the client and be accused of discrimination on the grounds of disability. We recommend that you ask the client if they know what brings on a seizure and how often they experience them. If they have any more concerns about whether they should go ahead with the treatment, you should recommend that they seek advice from their GP.

If the client decides to go ahead with treatment you should ensure that you have a contact number for their next of kin recorded on their consultation card and you should discuss with the client what action you would be required to take in the event that they have a seizure whilst with you. It is for this reason that we strongly recommend that all therapists undertake a first aid training course to ensure that they are able to know how to help someone that may have an epileptic seizure whilst visiting the salon or indeed any other medical emergency. Contact your local Red Cross or St Johns Ambulance service for more information.



Topical and oral retinoids and steroid creams - caution needs to be exercised in people using oral retinoids. Treatment should not be performed until treatment with these medications has been stopped for at least six months to one year. Individuals using these products should stop the medication three to four weeks prior to treatment to avoid skin injury and soreness. Prolonged use of steroid creams can also thin the skin. Refer the client to their GP for written consent prior to treating.

IPL/Laser/LHE hair removal, skin rejuvenation or red vein treatments - do not carry out treatment over the area that has been recently treated.

Contact dermatitis - as well as taking care of the client, you should also make sure that you think about yourself. You should be aware that as a therapist you may be vulnerable to contact dermatitis or allergies. If this is the case, follow the procedure as you would with a client, and take precautions during further treatments. Disposable gloves worn during some treatments can cause contact dermatitis in some therapists.



Guidelines for Offering Treatments to Diabetic Clients

It is possible to offer an eyebrow defining treatment to a diabetic client whose condition is controlled by medication or diet, as long as written consent is obtained from their GP prior to treatment going ahead.

Contra-actions

A contra-action can occur during or after any beauty or holistic treatment.

Below is a list of contra-actions that can occur during an eye treatment.

A common contra-action associated with eyebrow defining treatments is an allergic reaction. Tints, wax and make-up products can contain ingredients which may cause an adverse reaction. Before your treatment, check whether the client is aware of any allergies, or has suffered any reactions in the past. You will also be required to perform a sensitivity test before offering a treatment which should help to rule out the risk of an allergic reaction. If the client does suffer an allergic reaction after their treatment they should be referred to their GP.



Allergic reactions

Symptoms of an allergic reaction include itching, swelling, inflammation, blistering at the site of contact followed by weeping, dryness and flaking of the skin. Symptoms of an allergy are not always immediate, and may take up to 48 hours to surface. If a client does react to any of the products used during treatment, you must remove the substance immediately with water and apply a cold water compress. Make a note of the reaction and your response on the client's record card, and advise them to seek medical advice.



Eyebrow Lamination Products - If the eyebrow lamination product accidentally enters the client's eyes during the treatment, you should tip their head to one side and rinse the eyes immediately using a clean eye bath and sterile water. You should advise the client to seek medical advice if they experience any continuing discomfort.

Preparation for Treatment

You should always buy the best quality equipment that you can afford. Remember that if you are working mobile you will be carrying this equipment around on a daily basis and if it is heavy you could injure yourself or risk repetitive strain injuries. Buy the lightest but sturdiest equipment available and never compromise your own health.

If you visit your local wholesaler to purchase your products and equipment you will need to show them copies of your Guild membership insurance cover documentation to prove that you are qualified before they will issue you with a trade card.



Before Commencing Treatment, You Will Need:

Couch – this can be static or collapsible if you are mobile. Always ask the supplier if you can try to put up and dismantle the couch before you buy it and check that you are able to lift it. The couch must have an adjustable head rest and be covered in a washable material. Some of the more expensive couches are electric but these are more suited to salon based therapists as they are not transportable. You should make sure that the couch is adjustable to help your client get on and off, as well as making sure it is at a height where you can perform the treatment without bending or straining.

Couch cover - ensure that the couch cover is made of a material that can be washed at a high temperature. **Disposable bed roll** - this is placed over the couch cover and is replaced after each use.

Equipment trolley - a sturdy trolley is required that is large enough to hold all your equipment safely.

Stool - this will need to be easy to clean and should be adjustable in height.

Clean towels - must be used for every client. These can be used to drape over the client, and for use during the treatment.

Mirror - a small hand mirror should be available for the client to use before and after their treatment.

Powder Free, Nitrile Disposable gloves – for the therapist to wear whilst waxing the brows and applying/removing henna. Nitrile gloves are a type of disposable glove made from synthetic rubber, this means there is no risk of latex allergies.

Headband - this will protect the client's hair from any of the products and will prevent it getting in the way during treatment. It should be either disposable or it should be able to be washed at high temperatures.

Cotton wool - this can be used to apply or remove products and should be disposed of immediately after use.

- Eye bath and sterile water
- Non-oily eye make-up remover
 - Exfoliating product
 - Brow lamination kit
 - Eyebrow brush
 - Cotton buds
- Pure water in a dropper bottle
 - Damp cotton pads
 - Angled brush



Waterproof gown-for the client to wear.

- Waterproof protective cover. If you are working mobile then you should also place a waterproof cover on the client's floor.
- Waste bin - for any non-contaminated waste products.
- Written aftercare advice - an aftercare advice leaflet should be given to the client after their first appointment and you should record on the record card that this has been discussed and the client has taken it away with them.

Environmental Conditions

It is important to ensure that the working area is properly ventilated to minimise the escape and spread of substances that are hazardous to health. Fresh air must be allowed to circulate, using as much natural ventilation as possible, such as open windows and doors.

Ensure that the temperature of the treatment room is comfortable for both you and the client. You may choose to have some towels and blankets on the couch to cover your client and keep them comfortable.

You should ensure that there is sufficient light to perform the treatment effectively. You should make sure that you are fully prepared for the treatment before the client arrives. This will make your treatment more efficient and prevents you from keeping your client waiting. Make sure all the products and equipment you need are close to hand, and your couch, music and lighting are all set up as you require. Whatever brand of products you use, you should. always ensure that you use them correctly and follow the manufacturer's instructions.



Ready For Treatment

When the client enters the treatment room you should advise them to remove any accessories that your products may come into contact with during the treatment, as this will prevent them from being damaged. You should provide the client with a safe place to leave these. Advise the client how to position themselves on your couch and make sure there are gowns, towels or blankets available to protect their modesty and clothing. This will ensure that the client feels confident and comfortable.

Whilst the client prepares themselves, you too should prepare yourself for treatment. Make sure you have had a drink of water and that you have eaten before hand. Remember, some treatments can last for long periods of time and to give the best treatment you should be able to put your full concentration and energy into it.

Wash your hands and try not to have eaten any strong smelling food such as garlic beforehand. Make sure your hair is tied back and any jewellery is removed.

When you return to the treatment room, ensure the client is comfortable and covered. You should try to make sure that the client's hair is protected with a headband or towel. Always thoroughly sanitise your hands before starting the treatment and make sure that the client's make-up is removed.

Eyebrow Lamination Technique

Brow Lamination

1. Cleanse the area

Before you begin the eyebrow lamination treatment, apply an oil free cleanser to the eyebrow area to ensure that all traces of make-up and oil are removed. Remember to use a clean, lint free, pad for each eyebrow. Blot the eyebrows with a tissue to ensure that they are completely dry.

2. Apply eyebrow adhesive (optional procedure)

Some eyebrow lamination kits include an eyebrow adhesive that can be applied to the client's eyebrows if they are very strong and unruly and eyebrow glue can be applied to keep the eyebrow hairs in the desired position. The adhesive should be used in accordance with the individual manufacturer's instructions.



3. Apply the brow lifting lotion

If you aren't using the eyebrow adhesive you can go straight to the application of the brow lifting lotion. The brow lifting lotion will straighten the individual eyebrow hairs. You will only need a pea sized amount of the product per eyebrow. You can apply this to the eyebrows using a disposable mascara brush or microbrush. Remember to always use a clean brush to apply each of the different products to each of the eyebrows. Take extra care not to allow the solution to get onto the surrounding skin.

Start by applying the lifting lotion to the inner section of the eyebrow. Carefully, grooming the eyebrows in this section in an upward direction. When you reach the main arch of the eyebrow, you should angle the mascara wand outwards to the corner of the eye. This will prevent the client from having a surprised look. Ensure that you remove any excess product that gets onto the skin during this process. Always start the timer as soon as the product has been applied to the first eyebrow.

Allow the product time to process

4. The brow lifting lotion must now be left on the eyebrows to allow it to process. This should be left on in line with the manufacturer's specific instructions. We recommend that you use a timer for accuracy. Apply plastic film over the eyebrows (Optional procedure) Some kits include a plastic film which is used to cover the eyebrows after the application of the lifting lotion to keep the brows in position during the treatment process.

Remove the lifting lotion

5. When the product has been left on for the required time, it can be removed with dry, lint free pads.

6. Apply the setting lotion

You are now ready to apply the setting lotion using a clean, disposable mascara brush or microbrush.

Carefully, saturate the individual eyebrow hairs, taking extra care not to allow the solution to get onto the surrounding skin.

You will only need a pea sized amount of the product per eyebrow. Ensure that you remove any excess product that gets onto the skin during this process. Always start the timer as soon as the product has been applied to the first eyebrow



Allow the product time to process

7. Leave the brow setting lotion on the eyebrow hairs in accordance with the manufacturer's specific instructions. We recommend that you use a timer for accuracy.

Remove the setting lotion

8. When the product has been left on for the required time, it can be removed with dry, lint free pads.

9. The final step of the lamination process is the application of the nourishing lotion/oil

The nourishing lotion/oil is applied to the client's eyebrows using a microbrush.

The client should be advised to leave this product on her eyebrows for 24 hours after the treatment. It can only be removed when the client washes her face after 24 hours. This product will prevent the eyebrow hairs from drying out and will ensure that they look in excellent condition.

Note: if the eyebrows are to be tinted the nourishing lotion/ oil should be applied after the tinting process

Additional Eyebrow Treatments

Eyebrow Tinting– Once the lamination process has been performed you can now tint the eyebrows (providing that you are qualified to offer this treatment). The tinting of the brows must always be carried out after the brow lamination treatment because the lamination process will remove the tint from the eyebrow hairs, which will strip them of colour.

Shaping the Eyebrows – Once the eyebrow hairs are in their new position, the brows can be shaped. This can be done by a combination of techniques that can include waxing, threading, tweezing (You may only use the techniques that you are qualified to perform)

Note: Remember that if the client also requires brow tinting and shaping this will add to the overall treatment time and cost.

When you have completed the treatment, and your client's brows are looking perfect, show the results to the client using a mirror. Ensure that you check with them that they are happy with the end result. You can now take this opportunity to advise your client what retail products that you can recommend to them to use to help maintain the condition of their eyebrows at home in between their salon appointments e.g. cleansing products, brow gels or conditioning serums .

Update the client record card with the outcome of the treatment and note any homecare products recommended or purchased.



Aftercare Advice

Aftercare advice is very important in order to prevent sensitivity or problems after the client has left your treatment room. You should make sure you give any advice and recommendations accurately and constructively. Make sure the client understands the aftercare advice, and always provide a written explanation for extra clarity. Always ensure that the client has plenty of opportunity to ask any questions about their treatment or aftercare.

You should give the client the following aftercare advice for the first 24 hours after treatment:

- Do not go swimming, take a shower or wash your face for the first 24 hours after the treatment. Brows must be kept dry.
 - Do not use sunbeds, saunas, hot tubs, steam rooms.
 - Do not keep touching your eyebrows.
- Do not apply make-up or receive any other eye treatments for at least 24 hours after your treatment.
 - We recommend the use of a brow conditioner after the first 24 hours
- Do not apply self-tanning products on the face for at least 48 hours after the treatment

Aftercare & Maintenance Appointments

Ensure the client understands what they should and should not do in order to maximise the longevity of the treatment. It is best practice to ask the client to sign the client record card to confirm that they have been given the aftercare advice to take home with them.

When you take payment for the treatment you can advise the client when you would recommend that they to return to the salon for their next eyebrow lamination treatment within the next 6-8 weeks. They may wish to make their next appointment before they leave the salon.

Troubleshooting

If the eyebrows do not straighten enough, it maybe because the product has not been left on for the correct amount of time. Another reason why this could happen could be because the product that you have used is over 6 months old and this will prevent it from processing correctly.

If the client complains that her eyebrow hairs are breaking after the treatment, it is usually because the product has been left on for too long. Care must be taken to ensure that you always adhere to the timings advised by the product manufacturer.

