



Eyebrow Tinting, Eyebrow & Facial Waxing

Modules

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Introduction, Reception and Consultation

Module 1

Introduction, Reception and Consultation

This module gives you all the relevant information about reception and consultation procedures. The module will begin with an interactive tutorial and will conclude with a series of examination questions, which will assess your understanding of the content.

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.

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.

Eyebrow Tint from £10.50

Eye Brow Wax & Shape from £10.00

Chin Wax from £8.00

Upper lip from £ 8.00

Neck from £11.00

Side of face from £8.00

The client's first wax treatment will usually take around 20-30 minutes. Maintenance treatments should be recommended every 4 weeks.



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.

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. You must always carry out a sensitivity patch test of the products you will be using to carry out the eyebrow tint treatment. If the client experiences an adverse reaction then the treatment must not go ahead.

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 hours prior to the treatment. 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 client must be advised to seek professional medical advice.



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.

Consultation

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. 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. This includes pamper parties, craft fairs and taster sessions. 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.

Pre- Treatment Trial

If, during your initial consultation process, the client appears to be very nervous they may not be suitable for treatment as the waxing process can cause some clients of this disposition to become very distressed. You must be certain that the client understands what is involved and is happy to consent to go ahead with the treatment. Applying and removing wax from a very small area on the client's arm will help you and the client to decide if the treatment is suitable for them.



Updating Client Information

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. It is an insurance requirement that you maintain accurate client records.

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 GDPR.

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.

Maintain Accurate Client Records

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 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.



The General Data Protection Regulation (GDPR)

The new data protection regulations are called 'the General Data Protection Regulation (GDPR)' and this new legislation will replace the Data Protection Act of 1998. The GDPR will apply to all the personal data you have on record as a business, and is effective from the 25th May 2018. Under the new legislation, you will need specific permission from your clients if you wish to use their data for marketing or advertising purposes. You'll also need a lawful basis to collect their data in the first place, and you'll need to explain what this lawful basis is to your client in writing.

The new legislation gives more rights and control to individuals, meaning that businesses will have to be prepared to fulfil more varied requests from individuals with regards to their data, and you'll need to do this within tighter time frames than previously. The requests your clients will be able to make with regards to their data include things like requesting a copy of every record you have about them, or they may request that you amend a mistake in the records.

The Guild's General Data Protection Regulation for Salon Businesses course will provide you with a useful guide to ensuring your business is GDPR compliant.

More information can be found on
www.beautyguild.com/Courses

Maintain Accurate Client Records

You should keep your client records concise, accurate and factual and try not to use information which could be hard to substantiate. Your well-maintained records will be able to confirm your account of the facts, which will help to discredit any false allegations against you. If you keep paper records, ask your client to sign your records every time you update them.

- The list below details the information which we recommend you include in the client records that you keep:
 - Client's full name
- Client's contact details including phone number and email address
- Date of every consultation and every treatment



- Details of treatments given
- Lifestyle and medical history information where this is relevant to the treatment(s) you give
- Details of any sensitivity patch tests carried out and their outcome.
 - Any contraindications you identify
- A description of any unusual reactions to the treatment(s) given
- Relevant comments made by the client about the treatment(s) you have provided
 - Details of aftercare advice or recommendations given
 - Any consent forms should be kept with the record
- The aftercare advice you give is also important and should be noted in your records. Where appropriate, tailor your aftercare advice to your client's individual needs.

Offering Salon Treatments to Minors

It is becoming more common for salons to get requests for appointments for treatments from clients who are Minors. The pre- treatment consultation will help you to establish their suitability for treatment and if it is established that they are either suitable or not suitable for the named treatment then you must note the outcome on the client record card. You are at liberty to decline to offer a minor any salon treatment that you do not feel is suitable or safe for them. The health and well- being of the young person should always be your main consideration.

Definition of a Minor in Law

In England, Wales, Scotland and Northern Ireland, a minor is a person under the age of 18. Once they turn 18, they are legally an adult. Currently there is no legal minimum age at which a client can receive a beauty, nail or holistic treatment. The onus is very much on the therapist to make the decision as to whether or not it is safe and to offer a treatment to any client who attends their salon.

It is also recommended that you check your insurance policy wording to see if there are any specific age restrictions detailed in it.

Obtaining Written Consent

It is standard industry practice obtain written consent from a parent or guardian of a minor prior to offering them a treatment. If the Minor is under 16 years of age the parent or guardian will have to be present for the duration of the treatment.



The letter of consent from the parent/guardian should be stored alongside the client record card. You must retain the records for a period of at least seven years from the date of treatment and in the case of a minor, for a period of at least seven years after that minor attains majority (turns 18 years of age).

Pre-Treatment Consultation

You must always carry out a thorough pre-treatment consultation to establish the minor's suitability for treatment. It is important that you ensure that both the minor and the parent/guardian understand the benefits of the treatment and what the treatment process involves. You must also explain any specific contra-actions that may occur during or after the treatment. It is recommended that you give both the parent/guardian and the minor written details that clearly explain the proposed treatment. You should be certain that the minor isn't being forced by the Parent/Guardian to have a treatment against their will.

Following Manufacturer's Instructions

You should never use any product or piece of equipment on a minor if the manufacturer specifically excludes the use of such product or equipment on a minor in their instructions for use.

Duty of Care

You must never feel that you are obliged to perform any treatment on a child just because the parent/guardian is putting you under pressure to do so. As a beauty professional you have a duty of care to provide a safe environment and safe treatments for all of your clients, whatever their age. You must assess the individual client's suitability for each of the treatments that they are asking you to perform on them. This will ensure that the treatments can be delivered safely. It is a well, known fact that adolescents develop at different rates and so what is suitable for one child isn't always suitable for another.

Proof of Age

It is good practice to request to see proof of age documents prior to offering a salon treatment to a young person e.g. a passport or a driving licence or proof of age identification card. You should always make a note on the client record card of the documents you have seen and the DOB of the client as it appears on the document.



Trial Treatments

Wherever possible, you should allow the minor to experience a shorter “trial” version of the proposed treatment. This will allow them to have a better idea of what is involved in the full salon treatment e.g. you can pluck a few hairs from their arm to demonstrate what an eyebrow shape feels like or apply a very small amount of wax to their arm and remove it so they know what to expect and if they can tolerate the discomfort. The trial will also allow the therapist to ascertain the client’s suitability for treatment. If during the course of the trial treatment it becomes apparent that it isn’t suitable for them, the therapist can take the opportunity to discuss alternative treatment options with the client that maybe more appropriate to their age and maturity.

If at any point during the trial or full salon treatment the minor asks you to stop the treatment, you must adhere to their wishes and immediately cease the treatment and carefully, remove any remaining product. At this stage the therapist may even conclude that there are more suitable home treatments available to the client which can be carried out with the assistance of the parent/guardian e.g. hair removal treatments such as depilatory creams for the removal of unwanted body or facial hair.

Written Aftercare Instructions

It is strongly, recommended that you provide the parent/ guardian and the minor written aftercare instructions and ask them to sign the record card to confirm receipt. You must be certain that the client is actually mature enough to be able to follow the aftercare advice and instructions that you give them after they have had a treatment in the salon.

Appointments for under 16s

A client under 16 years of age should never be allowed to attend the salon alone. You should insist that they are always accompanied by a parent or guardian, who should remain in the treatment room for the duration of the treatment. Salon owners should always insist that appointments for under 16s are booked out of school hours

You should never ask a minor to remove any items of clothing whilst you are alone in the treatment room with them. You must ensure that their modesty is protected at all times by providing them with bath robes or towels for them to cover themselves up with before the treatment commences.



Age Restriction Policies

Some salon owners have decided to set their own age restriction policies and will not offer any treatments to clients who are under 16 years of age. Whilst others opt to offer a very limited range of treatments to clients under the age of 16. This is because salon owners are fearful of the potential liability that anyone younger could present them with.

If you decide to produce your own policy, it is advisable to display it clearly in the reception area for everyone visiting the salon to see. You must make sure that your receptionist and staff are made fully aware of the policy and adhere to it.



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..



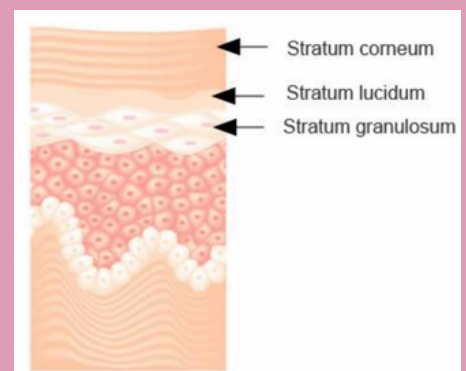
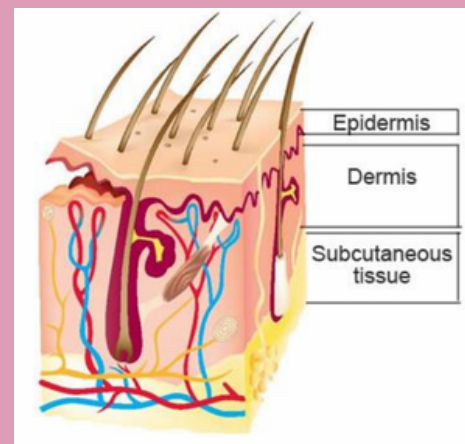
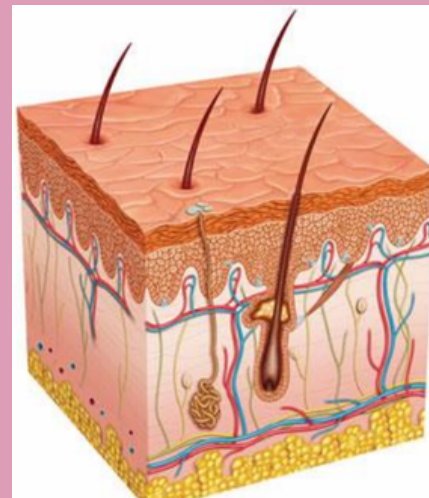
Sweating also helps to excrete waste products from the body. Urea, water and salt are removed via the sweat glands through the surface of the skin. Another function of the skin is to act as a warning system. The skin offers visible signs such as redness and irritation to show that it is intolerant to 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, hair follicles and sebaceous glands.

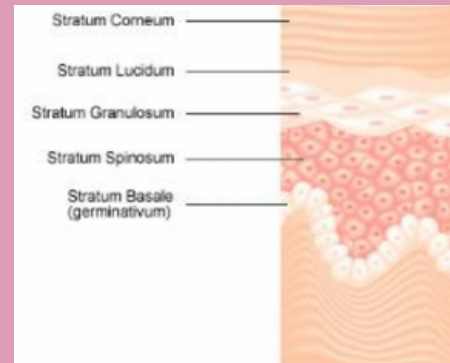
Layers of the Epidermis

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 cell which have lost their nucleus. These cells continually shed from the surface in a process called desquamation.



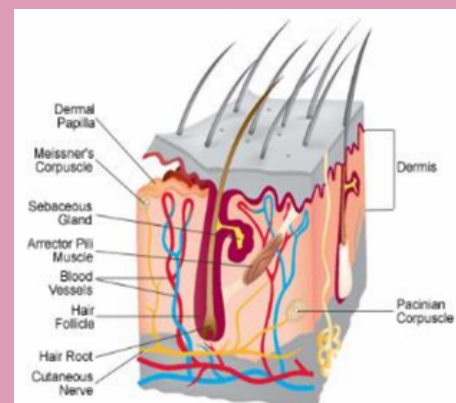
Layers of the Epidermis

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.



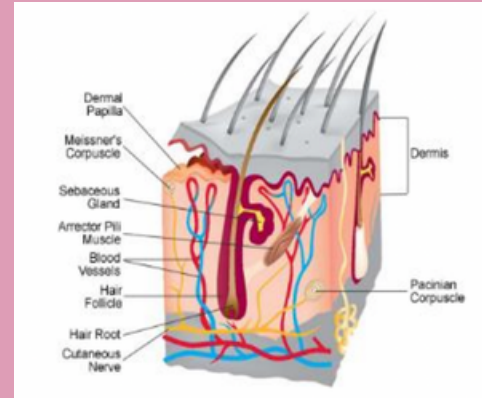
Functions of the Dermis

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.

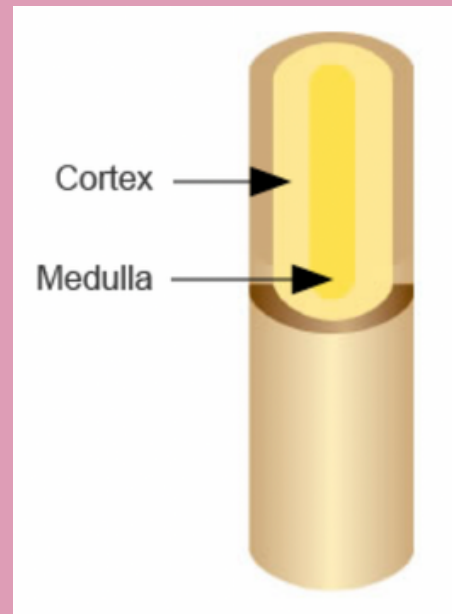
Functions of Hair

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

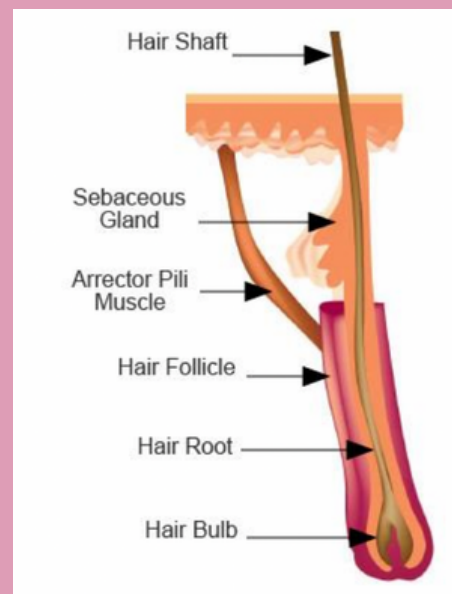
There are three types of cells in the hair, which form different layers. The medulla is the central layer and contains soft keratin. This layer only exists in coarser hair, not thinner hair. The pigment, along with hard keratin is found in the cortex, the thickest layer of the hair. This layer is made 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

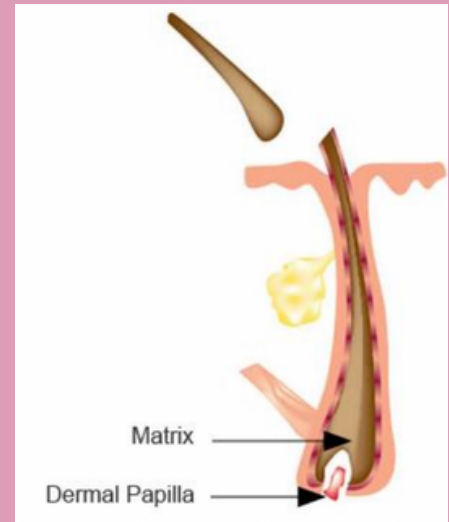
The hair is made up of a root, the part of the hair within the follicle, the bulb, which is the base of the root, and the shaft, which can be seen above the surface of the skin. The hair grows out of the follicle, which is a continuation of the epidermis.

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.



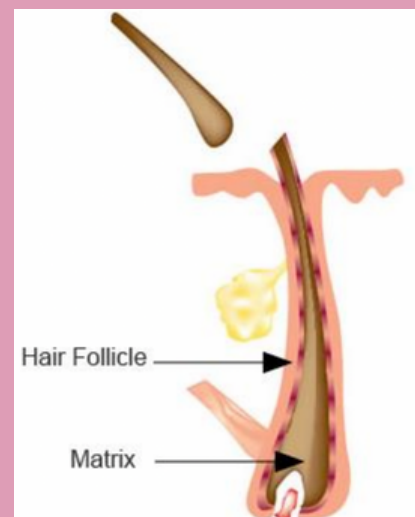
Growth of the Hair

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.

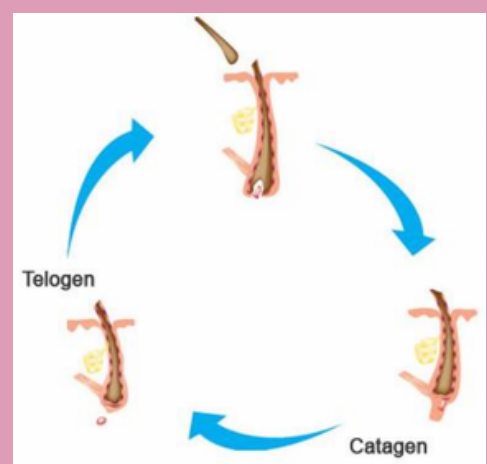


The hair follicle is made up of the inner epithelial root sheath, which is covered with cuticle cells and anchor the hair, the outer epithelial root sheath which forms the follicle wall and the connective- tissue sheath which provides a sensory and blood supply.

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 Haemophila, 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.

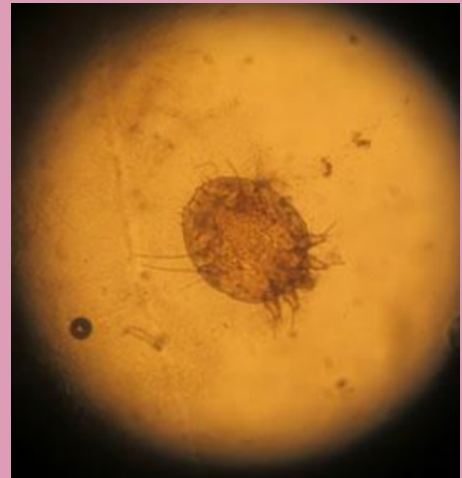


Ringworm - a general term used to refer to a skin infection caused by a fungi called dermatophytes. The condition is known as ringworm because it can leave a ring-like red rash on the skin. It does not have anything to do with worms. It can affect different parts of the body. Ringworm is highly contagious. 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.



The skin may suffer from sensitivities which could appear on the face. 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 products during treatment, 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.



If the client gets tint into their eyes during the treatment you should tip their head to one side and rinse the eyes immediately using a clean eye bath and water. You should advise the client to seek medical advice if they experience any continuing discomfort.

Erythema - a reddening of the skin caused by the dilation of blood vessels controlling local capillary networks in areas of the skin affected by injury or infection.

Bruises can occur during waxing treatments and are caused by the incorrect removal of the wax strip. If the wax strip is not removed parallel with the body, a bruise may occur as the skin is pulled in an upward direction. This causes blood to leak from damaged blood vessels resulting in discolouration of the skin known as a bruise. Stretching and supporting the skin during the treatment can help to reduce the risk of bruising during waxing. A cold compress should be applied to the area. This should go down within 24 hours. A cold compress can be applied to the area.
with a trade card.



Histamine Response to Waxing

Waxing causes mast cells in the skin to release the chemical histamine into surrounding tissues. This sends nerve impulses to the brain which it recognises as mild irritation. If there are more nerve impulses, pain is felt. Histamine causes dilation of the blood capillaries in the skin which increases the blood flow to the area and makes the skin appear red. If only the edge of the hair follicle is affected, red dots appear. This is known as urticaria or nettle rash and should only last a few

days. Increased blood supply to the area dilutes the histamine levels and increases the number of white blood cells to the area to help deal with infection.

An increase in the temperature of the skin may occur along with erythema and swelling. Apply a lint free, cool compress to the area to soothe it. If the reaction is severe during the treatment then stop immediately. If the reaction is severe or lasts longer than a few days, the client should seek medical advice.



Skin Removal

Small areas of the uppermost layers of the skin can sometimes be removed during the wax treatment. This can happen if the wax strip is not removed parallel with the body or by repeatedly waxing over the same area. The skin appears grazed or shiny and red. This is more common in clients who have very dry and fragile skin.

If skin removal occurs during a waxing treatment, apply a cold compress to the area for 10 minutes. Apply a lint free dressing over the affected area to prevent infection, and refer the client to their GP for medical advice.

Burns

Burns can occur if the temperature of the wax has not been properly regulated.

Thermostatic wax pots must always be used to heat the wax up to the correct working temperature. Never heat the wax up using any other equipment, such as a microwave. You could end up burning yourself as well as your client. If the wax has not been removed then run cold water over the area for at least ten minutes and

seek medical assistance, never try to remove the wax from the skin. If the wax has been removed from the skin, you must run cold water over the area for at least 10 minutes and seek medical assistance. If burns

are severe ask someone else to call an ambulance whilst you attend to the client. Cooling the burn reduces pain, swelling and the risk of scarring. The faster and longer a burn is cooled, the less the impact of the injury



Blood Spotting

When hairs are removed by waxing or tweezers, blood spotting may occur in certain areas of the body. Usually this is in areas of the body where the hairs are very strong or curly. When this occurs, the area must be blotted with a tissue and antiseptic cream should be applied and the waste disposed of safely as it is contaminated. The contaminated spatula must be replaced and not re-dipped into the wax pot as it will contaminate it with blood. The old spatula must also be disposed of in the contaminated waste bin. The high risk of blood spotting is why therapists should use disposable protective gloves during wax treatments.

Spray and Manual Tanning Treatments

If a client has recently had a spray or manual tanning treatment you must advise them that waxing over an area that has been recently tanned may cause their tan to appear patchy or streaky. If they wish you to proceed, always make sure that they sign the client record card to say that they have discussed this with you and that they understand what may happen but wish to go ahead.

Eyebrow Tinting Technique

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 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.

Client Expectations –Eyebrow Tinting

Before starting the treatment, you should ensure that the client knows what to expect from the treatment and understands what results to expect. The tint that you choose will depend on the colouring characteristics of the client and the effect they wish to achieve. The standard colour characteristics are fair, red, dark and white, and tints are usually available in brown, black, blue and grey. These colours can be mixed to provide a variation in the tone. For fair or red hair, a brown tint should be used, dark hair requires black or blue/black for the darkest shade of black (as with Asian hair) and grey hair needs a grey tint. You should guide your client towards a shade that suits them, taking into account their skin and hair colouring, the colour of their regular eye make-up and their age.



Before Commencing Treatment, You Will Need:

- 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 be able to be washed at high temperatures.
- Non-metallic dish or palette - for mixing the tint.
- Eye bath / eyewash – in case any tint enters the eye by accident.
- Applicator brush.
- Barrier cream - this prevents the tint from staining the surrounding skin.
- Eyebrow tints - in a variety of colours.
- Hydrogen peroxide - to oxidise the tint.
- Eye make-up remover.
- Cleanser
- Skin stain remover.
- Eye brow brush.
- Tissues.
- Eye brow brush.
- Petroleum jelly.
- Cotton wool - this can be used to apply or remove products and should be disposed of immediately after use.

Client Expectations

Eyebrow tinting treatments are all about tailoring the experience to your client, before starting the treatment, you should ensure that you know what end result the client is expecting and inform them of all aspects of the procedure you will carry out. You should carry out the tint before the eyebrow wax/shape, as once the eyebrows have been shaped the follicles will be open and the tint may enter causing irritation and a possible reaction, if not immediately then at a later date.

Recommended treatment timing: Eyebrow tint - 10 minutes

Choosing Tint Colours

The tint that you choose will depend on the colouring characteristics of the client and the effect they wish to achieve. The standard colour characteristics are fair, red, dark and white, and tints are usually available in brown, blue, black and grey. These colours can be mixed to provide a variation in the tone. For fair or red hair, a brown tint should be used, so that it looks more natural. Dark hair requires and black or blue/black tint and grey hair needs a grey tint. You should guide your client towards a shade that suits them, taking into account their skin and hair colouring and their age. You should always take the client's natural colour characteristics into account when tinting, for example, red and white hair is more resistant to tinting and so one or two extra minutes will usually be required for the tint to develop. You should always follow the manufacturer's instructions for development times.



Preparing the Eyebrows

Before you begin the treatment use a clean damp cotton wool pad with cleanser to cleanse the eyebrow area to ensure that all traces of make-up and oil are removed. Remember to use a clean cotton wool pad for each eyebrow. Protect the client's skin from the tint by applying petroleum jelly using a cotton bud underneath, above and in between the brows. Ensure that you do not apply any petroleum jelly to the area you want to tint as it will act as a barrier.

Mixing the Tint

Mix the tint using an orange stick. Ensure that you follow the manufacturer's instructions when mixing and applying the tint.

The tint is usually mixed with hydrogen peroxide which activates the tint and the colour begins to develop. The activation is part of the oxidation process, and so the tint will not work if the hydrogen peroxide has lost its strength and oxygen. This is usually because it has been left exposed to air. The tint should never be mixed until immediately before it is required. You should ensure that you measure out exact amounts for tinting to avoid any wastage.

Tint Application Technique

Brush the eyebrows the opposite way to the way in which the hairs grow in order to loosen them so that when the tint is put on, it will go on to all of the brow hairs. Treating one brow at a time and using a tint application brush, carefully brush the tint on in the same way which you have just brushed the brows and then stroke it on in the opposite way. Ensure that all the brow hairs are coated in tint. You can use a damp cotton bud to remove any tint which gets onto the skin. Repeat this on the other brow

Use a clean, damp cotton wool pad to wipe over the first brow when you have finished the application of tint on the second brow. Wipe over several times to remove the tint. Repeat this on the other brow. Do not leave the tint on the eyebrows for any longer than two minutes as it can develop very quickly on eyebrow hairs. Remember that grey hairs are more resistant to the tint and so may need a longer processing time. Always follow manufacturer's instructions as to how long the tint should be left on for and accurately time the product development to meet the colouring characteristics of the client and manufacturer's instructions.



The tint may not work properly if the hydrogen peroxide has gone off or the tint has not been applied carefully. Assess the colour and check with the client that it meets their requirements. If there are any parts of the brow that are not tinted, you can go over these again, just applying the tint to the parts which have not taken to the tint and following the same method with regards to removal as before.

When you have completed the treatment, show the results to the client using a mirror and check that they are happy.

Eyebrow and facial waxing treatments

This course will only qualify you to perform warm waxing eyebrow and facial waxing treatments ONLY. You won't be qualified to remove hair from any other part of the body.

There is a vast choice of wax and application systems on the market. Before rushing into a purchase, look at the type of waxing treatments you want to offer, and which systems are better suited to your requirements. You can choose from strip and roller waxing to the more traditional pot and spatula. Research a number of different companies, and don't be afraid to ask for samples to see what you get on best with.

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.

This course will teach you how to use the warm, strip wax technique to shape the eyebrows and if required remove superfluous hair from the top lip and chin, neck and sides of the face.

Hair removal has been a very popular treatment for thousands of years.

Wax treatments are not a permanent hair removal treatment and so clients will be making return visits to the salon for maintenance treatments. Waxing removes the hair from the follicle completely, leaving an active area of cells which, in time, produce a new tapered hair. Everybody's hair grows at different rates, so the time between appointments will differ, but the new hair usually appears on the skin's surface after a period of four to six weeks.



Warm Wax

Warm wax is used at low temperature and remains soft throughout use. It is made up of a variety of ingredients, usually including mixtures of glucose syrup, resin, zinc oxide, oil, water, fragrances, rosin, white and yellow beeswax. Warm waxes can also often be blended with fatty acids, candelilla wax and plasticisers.

Warm wax should be heated to 43 degrees Celsius and be applied with a spatula in the direction of the hair growth. It should then be removed against the direction of the hair growth with a fabric/paper strip.

Warm wax is particularly well suited to clients who suffer with sensitive skin as the working temperature is lower than that of hot wax. If the hair is too short it will not be removed completely.

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 cotton sheets on the couch to cover your client up with 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. This would include any sensitivity patch test requirements.



Treatment Couch/Chair – 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 waterproof material that can be washed at a high temperature and disinfected between treatments. Some therapists have a plastic couch cover that they put on the couch when carrying out waxing treatments that protects the couch further from wax drips and spills.

Disposable bed roll - this is placed over the couch cover and is replaced after each use.

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 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 beforehand. 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.



Ready For Treatment

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.

Remove contact lenses

The client must be asked to remove contact lenses prior to commencing the treatment and they should be stored safely. If this cannot be done the treatment must be delayed until this can be done.

Always wash and thoroughly, sanitise your hands before starting the treatment.

Mobile Therapists

Protective floor covering - if you are working mobile you should carry with you a protective cover that can be placed over the client's own floor covering. Then if you do accidentally spill or dribble any wax or tint product, it won't result in an insurance claim. Care must be taken when moving the wax around the salon or in the client's home. You will also need a small, lightweight trolley to place all of your equipment on.

Pedal bin with lid (double lined) - for placing non contaminated waste into prior to collection.

Waste Disposal

Anything contaminated with human tissues should be designated as Group A clinical waste under the Environmental Protection Act 1990 and the Controlled Waste Regulations 1992.

This type of waste must be kept separate from general waste because it can spread infection. It should be placed in yellow refuse sacks and sealed with plastic ties or a heat sealer. You will need to appoint a specialist contractor to remove clinical waste from your premises.

Group A clinical waste includes the following:

- human or animal tissue
- blood or other body fluids
- excretions
- swabs or dressings



Before Commencing The Wax Treatment, You Will Need:

Thermostatically controlled wax heater - Warm wax should be heated to 43 degrees Celsius. The wax pot must have a removable lid, so that the wax can be covered when not in use. This prevents contamination of the wax pot and can help prevent spillage.

Warm Wax- There are a wide variety of warm wax products that you can buy from the wholesaler that come in a variety of different forms and to suit your clients' specific needs.

Disposable wooden spatulas – you will need small, thin spatulas for applying wax to the eyebrows. A new spatula must be used for each client. If a client is having several different areas treated at the same appointment you must change the spatula when moving from one area to another. If blood spotting occurs during the wax treatment, you should always dispose of the wooden spatula immediately and replace it with a new one to prevent contamination of the wax pot.

Sterilised tweezers and scissors - scissors are required for trimming long hairs and tweezers for removing stray hairs that cannot be removed by the wax. These should be stored in a clean, sealed container until you are ready to use them. Alternatively, they can be stored in a jar of antiseptic solution with a lid on. When purchasing tweezers and scissors always choose stainless steel as these can be sterilised using an autoclave or placed in a sterilising solution without the risk of damage or rusting. You can buy sterilising fluid and storage containers for your metal implements from beauty wholesalers. You must always use and dispose of sterilisation fluids in line with the specific manufacturers' instructions.

Equipment trolley – if you are salon based you should invest in a sturdy trolley.

The trolley should be large enough to hold all your equipment, safely.

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

Clean towels - must be used for every client. These can be used to drape over the client to protect their modesty and keep them warm during the treatment.

Tissues-are used to dry areas of the skin that have been cleansed prior to treatment.

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.



Hand sanitizer - after washing your hands in hot soapy water and before putting on the disposable gloves, hands can be cleansed again in front of the client with a hand sanitizer.

Pre- wax products - lotions, oils or gels to cleanse the skin prior to treatment. Where possible, try to purchase these products in pump action containers that prevent contamination of the product inside.
Disposable wax strips - these can be either paper or fabric. It is up to you which you prefer to use. The fabric strips are more flimsy and sometimes the wax can soak through. The paper ones are the most popular as they are more sturdy.
Petroleum Jelly- applied to any areas of the face / eyebrow that you do not wish to wax

Cleansing products- to remove any makeup.
Disinfecting solution – to disinfect tweezers and scissors.
Specialist eyebrow trimming scissors – to trim stray or longer eyebrow hairs
Eyebrow brush – to brush the brows into shape
Plastic disposable apron - the therapist needs to protect their uniform from spills and drips.
Mirror - a small hand mirror should be available for the client to use before and after their treatment.

Clean bath robe - for each client to put on prior to the treatment to avoid wax spillages onto clothes and to protect the client's modesty.
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 be able to be washed at high temperatures.
Washable Cotton / Bamboo cleansing cloths - to apply or remove products, these should be disposed of immediately after use.
Talc-free powder – you should purchase good quality powder that is un-perfumed. A small amount can be applied to the skin to absorb excess moisture on the skin prior to waxing.
A new pair of disposable gloves per client-these will help to prevent cross infection and can also protect the therapist's hands from becoming stained.



Aftercare products - lotions, oils or gels to soothe the skin after the treatment is completed. Where possible, try to purchase these products in pump action containers that prevent contamination of the product inside

Wax equipment cleaner - always store securely and use in accordance with manufacturer's instructions as the products can be flammable.

Disposable Gloves- should be worn where there is contact with mucous membranes, blood or serum. If your client has very strong hair there is a risk of blood spotting occurring during a wax treatment. You should wash your hands thoroughly before putting on gloves. Gloves should be replaced after each client. Due to an increasing number of cases of latex allergy, it is advised to use disposable gloves made from another material such as nitrile or PVC. If you do use latex gloves and either you or the client shows signs of skin irritation then further contact should be prevented.

Dispose of single-use gloves after each use. Blood-contaminated gloves should be treated as contaminated waste and disposed of in the correct manner. Never re-use disposable gloves. Hands should be washed after you remove the gloves.

Follow these steps to safely remove contaminated gloves:

- Use the fingertips of a gloved hand to grasp the other glove near the cuff.
- Slowly pull the glove down while removing your hand. Turn the glove inside out as you pull.
- Drop the contaminated glove into a plastic bag.
- Wash your hands after removing the gloves.



Warm Wax

In this course we will only demonstrate the warm waxing technique.

Warm wax is used at low temperature and remains soft throughout

use. It is made up of a variety of ingredients, usually including mixtures of glucose syrup, resin, zinc oxide, oil, water, fragrances, rosin, white and yellow beeswax. Warm waxes can also often be blended with fatty acids, candelilla wax and plasticides.

Always Heat the wax to the correct working temperature

Warm wax should be heated to 43 degrees Celsius and be applied with a spatula in the direction of the hair growth. It should then be removed against the direction of the hair growth with a fabric strip.

Warm wax is suitable for most areas of the face. It is of particular benefit to clients who suffer with sensitive skin as the working temperature is lower than that of hot wax. If the hair is too short it will not be removed completely.

Client Expectations-Eyebrow Waxing

Before starting the treatment, you should ensure that the client knows what to expect from the treatment and understands what results to expect. You should clarify whether the client requires a total re-shape or simply to improve their current brow shape.

You will need to measure to see where the eyebrow should start and finish in order to create the perfect eyebrow shape for the client's face. The shape should suit the client's face by emphasising their eyes, and complementing their existing eyebrow shape. It should be used to balance the facial features of your client.



Eyebrow Shapes

An eyebrow which is thick at the inner edge and tapering into an arch will give the face extra length, whilst a smooth tapering arch softens an angular face.

Arched eyebrows which are not too thin balance a wider upper face, and an angular arch squares off the forehead.

A straight eyebrow of medium thickness divides a longer face, and an angular eyebrow with a high arch at the outer corners helps to widen the forehead.

Measuring the Brow

Take an orange stick from the outer corner of the nose up to the inner corner of the eye. Any hairs which are on the nose side of this line are considered to be superfluous and will need to be removed. Many therapists carrying out these kind of treatments use an eyebrow pencil which is easily removed to mark where the bulb of the eyebrow should start, where the tail should end and where the arch should be.

Next, take the orange stick from the outer corner of the nose up to the outer corner of the eye. This is where the eyebrow should finish.

You can measure where the highest arch of the brow should be by placing the orange stick over the client's slightly opened eye. A diagonal line should go from the corner of the nose through the centre of the pupil.

Where this line reaches the brow will determine where the highest point of the arch should be.

Whilst you are measuring, you should clearly, explain to the client where you are going to remove the hairs from and why.

Preparing to Wax the Eyebrow

Using a cotton wool pad and a suitable pre-wax sanitising lotion, wipe over the area to be treated. Blot the area that has been cleansed with a dry tissue. If

the skin or the hairs are not oil-free and dry the wax will not adhere to the hairs. In warm weather you can apply a light dusting of un-perfumed, talc-free powder over the area; this will absorb any excess moisture on the skin, keeping it dry.



Waxing the Eyebrows Technique

The client must be lying down with their eyes closed during the treatment. Comb the eyebrows into shape using a disposable mascara or eyebrow brush and, if necessary, apply petroleum jelly to the areas you do not want to remove. Start the treatment by waxing the area between the two eyebrows. Using an appropriately sized spatula, apply wax in the centre of the two eyebrows in the direction of the hair growth. In the area between the eyebrows, the hairs usually grow upwards.

Waxing the Eyebrows Technique-Removal

You will now need to remove the wax that you have applied with small wax strips.

You should ensure that you use quick, confident movements when pulling back the wax strip to reduce your client's discomfort. You should also remember to pull the strip away from the skin at skin level rather than by pulling upwards, as this can cause the client discomfort or even bruising.

You should repeat the process of wax removal until all the areas which have had wax on have had the hair removed, if there are some hairs remaining in this area these will need to be tweezed – it is important that you do not wax the same area more than once over the course of the treatment.

Waxing the Eyebrows Technique

Using a smaller applicator such as an orange stick, apply wax beneath one of the brows, in the direction of the hair growth. This is usually towards the outside of the face. Ask the client to hold the top of their forehead in order to stretch the skin for easier hair removal before removing the wax with small wax strips.

Again, you should use quick, confident movements when pulling back the wax strip and you should pull the strip away from the skin at skin level rather than by pulling upwards. You should repeat the process of wax removal until all the areas which have had wax on under the eyebrow have had the hair removed. Any remaining hairs after you have removed the wax with the wax strips will need to be tweezed.

This process should then be repeated on the other eyebrow.

If the client wishes, or if there are a lot of straggly hairs, you may wax above the brow providing that this does not take anything from the main body of the brow.

Again, apply the wax in the direction of hair growth, which should be the same as for underneath the brow, before removing it with small wax strips. Repeat these steps on the other brow.

Apply a soothing gel or lotion using a cotton wool pad.



Maintenance Appointments

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. Fabulous looking eyebrows can be maintained through regular treatments where any stray hairs or hair regrowth are removed following the new shape of the brow. This is recommended every 4 weeks.

Facial Waxing Technique

Preparing to Wax the Upper Lip and Chin

The same technique used for waxing the eyebrows is used for the removal of facial hair. The client must be lying down with their eyes closed during the treatment.

Using a cotton wool pad and a suitable pre-wax sanitising lotion, wipe over the area to be treated so that there is no trace of any makeup or grease on the skin.

Blot the area that has been cleansed with a dry tissue. If the skin or the hairs are not oil-free and dry the wax will not adhere to the hairs.

In warm weather you can apply a light dusting of un- perfumed, talc-free powder over the area; this will absorb any excess moisture on the skin, keeping it dry.

Apply a thin layer of the wax to the upper lip or chin area using a small spatula, in the direction of hair growth. Treat one side of the lip or chin at a time. Do not apply wax to the lips.

Remove the wax using a small clean wax strip, working against the hair growth.

The client may assist you by pulling the skin taut. The same technique can be applied to the sides of the face and neck, if required. Do not wax over the area to be treated twice as it can damage the skin. Soothe the skin with an antiseptic, after wax lotion. When you have completed the treatment, show the results to the client using a mirror. Ensure that you check with them that they are happy with the end result. It is advisable that the client returns for maintenance treatments every 4 weeks

Aftercare Advice

Once the treatment has been completed you should check that the client is happy before giving them aftercare advice. This should be clear and thorough, and where possible this should be given in writing. This can include advising the client about any retail products which may be beneficial to them. Aftercare 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 to 48 hours after their treatment:

- Avoid heat and friction.
- Do not take a hot bath or shower; keep the temperature of the water cool to lukewarm only. Do not use perfumed bath or shower products.
 - Do not use saunas, hot tubs, steam rooms or infra-red lamps.
 - Do not use a sunbed.
- Do not apply fake tan or have a professional spray tan treatment.
- Do not attend the gym or participate in any other form of exercise/dance class.
 - Do not touch the brows or face with unwashed hands.
 - Do not scratch the area as a secondary infection may occur.
 - Do not go swimming.
- Do not apply powders or lotions to the area, except those recommended by the salon, a medical practitioner or a pharmacist.

Aftercare and Retail Sales

After an eyebrow or facial waxing treatment the client may experience some slight erythema which should disappear quickly. The client should refrain from applying make-up until the redness reduces. If it persists, or if the client is concerned about the risk of infection, they should use a soothing antiseptic cream. This is especially important during the first 3 - 4 days after the treatment. Hands should always be washed before applying the cream onto the area. Alternatively, the lotion can be applied using lint free pads. Highly perfumed products should be avoided as these may cause irritation.

Allergic Reaction

A common contra-action to waxing is an allergic reaction. Whilst a sensitivity test should pick this up, some clients may develop an intolerance after a few treatments. If an allergic reaction does occur after an eyebrow wax or facial wax treatment the client should be advised to seek professional medical advice.

Maintenance Appointments

Clients should be made aware that after an initial wax treatment, regular maintenance appointments will be required. This will usually need to be kept up about every 4 weeks, if the client wishes to continue with the desired look on a long-term basis. You should make a note of the client's thoughts on their treatment and any reactions they may have had in order to offer more effective future treatments. This will ensure any therapist in the business will be aware of products they cannot use on that client.



Home Care Routine

After the treatment has been completed you should explain to your client what products you have used and why. You can then go on to recommend products that would be suitable for them to use at home and advise them what their full home care routine should be. You should be sure to clearly explain how and when to use each product.

Before your client leaves, you should ensure that you update their record card thoroughly and properly.

