



Australian Government

Department of Education, Employment and Workplace Relations

SIBBHRS502A Perform female intimate waxing treatments

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to safely remove hair from female intimate body areas using various waxing techniques. It is part a suite of hair reduction services that may be available in beauty salons to meet the needs of different female clients.

Waxing on other body areas and male intimate waxing treatments are described in separate units. Alternative hair reduction treatments, such as electrolysis, intense pulsed light and laser hair reduction, require specialised skills and knowledge and are also presented in separate units.

Application of the Unit

This is a service offered in beauty salons, and is performed when the client wishes to achieve instant temporary removal of hair on intimate areas of the body.

The unit applies to beauty therapists demonstrating sensitivity, maturity and confidentiality in their client interactions; and exercising judgement in planning and selecting appropriate products, services, equipment and techniques.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Elements describe the essential outcomes of a unit of competency

1 Plan female intimate area waxing treatments.

2 Prepare for treatment.

Performance Criteria

Performance criteria describe the achievement of the element. Where information is detailed in the range statement. Assessment of evidence guide.

1.1 Use **consultation technique** to visually identify characteristics that may require special treatment.

1.2 Recognise and clearly explain **necessary action**.

1.3 Clearly explain possible **consequences** of intimate area waxing treatment.

1.4 Conduct a patch test on a suitable area before proceeding with treatment.

1.5 Discuss, review and confirm client expectations, explaining process to assist client.

1.6 Obtain informed and signed consent where parent or guardian is present for minors.

1.7 Obtain signed written informed consent before carrying out treatment.

2.1 Clean and disinfect tools and equipment in accordance with relevant health regulations.

2.2 Prepare work environment to meet **relevant health regulations** and ensure it is suitable to client and treatment.

2.3 Perform **client preparation** to ensure client is ready for treatment.

2.4 Select and position suitable **products** for an **intimate waxing** treatment.

2.5 Wear **suitable personal protective equipment** in accordance with requirements.

2.6 Disinfect own hands prior to treatment in accordance with industry and workplace hygiene requirements.

- 3 Maintain safe and effective methods of intimate area waxing.
 - 3.1 Ensure own posture and position of self and client.
 - 3.2 Ensure client modesty and privacy.
 - 3.3 Apply wax using single dipper and remove product during application.
 - 3.4 Safely dispose of waste hair and minimise environmental impacts according to organisational policies and procedures.
 - 3.5 Ensure that treatment is performed within time frame.
 - 3.6 Complete treatment plan so that it is read, and signed by client and practitioner.
 - 3.7 Leave work area and equipment clean and suitable for further waxing treatments.
- 4 Remove unwanted hair.
 - 4.1 Select pre-wax application product according to manufacturer instructions.
 - 4.2 Check that wax is correct temperature for the area to be treated, immediately prior to application and temperature throughout the treatment.
 - 4.3 Apply and remove wax according to manufacturer instructions and hair growth pattern.
 - 4.4 Provide clear instructions to client regarding surrounding skin during waxing.
 - 4.5 Apply *work techniques* that ensure client wellbeing throughout treatment.
 - 4.6 Discontinue treatment and provide first aid or other relevant treatment when necessary.
 - 4.7 Ensure treatment area is free of wax and wax product according to client requirements.
 - 4.8 Confirm client satisfaction and provide advice according to agreed treatment plan.
- 5 Review treatment plan and provide post-treatment advice.
 - 5.1 Offer *home-care advice* suitable for the client.
 - 5.2 Suggest products suitable for the client's intimate areas if required.
 - 5.3 Recommend *future treatments* according to client requirements.
 - 5.4 Revise recommended treatment plan according to client requirements.
 - 5.5 Rebook client according to agreed treatment plan.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- technical skills to:
 - conduct visual examination of skin and hair growth in area to be treated
 - respond to local contraindications
 - identify client characteristics, and recommend and perform a service, including:
 - preparation of service area
 - preparation of products and equipment
 - preparation of client
 - application of products
 - waxing procedures, including preparation of area, pattern of wax application and removal
 - cleaning and disposing of products and equipment
 - care and temperature control of equipment
 - post-treatment procedures and advice
 - home-care advice to clients
- self-management, time-management, planning and organising skills to complete female intimate area waxing services within commercial deadlines
- problem-solving skills to identify contraindications to treatment or contra-actions during the service and take necessary action
- literacy skills to:
 - read and interpret documents, such as manufacturer's product instructions, product safety data sheets, and records of previous treatments
 - develop treatment plans and record treatment outcomes
- numeracy skills to manage product quantities and wax temperature.

Required knowledge

The following knowledge must be assessed as part of this unit:

- operator responsibilities according to relevant health, safety and hygiene regulations and skin penetration legislation
- workplace infection control procedures and application of universal precautions in context of providing waxing services
- workplace environmental controls for cleaning and disposing of waste wax product and equipment
- age at which an individual is classed as minor according to relevant federal, state or territory legislation, and why minors must only be treated with informed and signed parental or guardian consent
- effective consultation techniques relating to treatment when communicating with clients from different cultural and religious backgrounds, age and disability

- relevance and importance of clearly explaining the following to clients:
 - possible contraindications
 - possible contra-actions
 - possible skin sensitivity during menstruation
- contraindications, including those that:
 - prevent treatment but will not require medical referral
 - require medical approval, and why this is necessary
 - restrict treatment as listed in range statement, and why this is necessary
- how to recognise and deal with contra-actions that can occur as a result of intimate waxing treatments
- reasons why it is important for client to personally cleanse area to be treated
- operator techniques that minimise risk of misinterpreting behaviour
- workplace product range and manufacturer instructions and safety data sheets
- hair growth patterns
- intimate area skin response to irritation and trauma
- correct medical terminology for female genitalia
- structure of female genitalia
- types of equipment and product used for intimate waxing, including:
 - ingredients and composition of waxing products
 - types of product suitable for soothing skin irritation in intimate areas
 - types of shaping templates and how to use them
 - various techniques associated with, and working temperatures for, different types of hot wax, warm wax and sugar paste
 - suitability of specific products for certain hair types
- factors relating to the use of waxing products:
 - how to apply and remove different waxing products
 - product application requirements in relation to direction of hair growth
 - precautions that need to be taken when removing hair around conditions which restrict treatment
 - expected skin reaction to waxing
- other methods of temporary hair removal, such as tweezing, shaving, depilatory creams, electrical depilatory; and effect of these on waxing process
- reasons for restricting operator conversation to instructions during intimate waxing service
- how to deal with circumstances in which client's behaviour breaches professional status of treatment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- using questioning and visual examination to consult, prepare and plan for intimate area waxing services for a variety of female clients
- applying knowledge of range of designs and outcomes achieved by commonly offered female intimate area waxing services
- applying relevant regulations and workplace procedures to consistently, safely and efficiently perform female intimate area waxing treatment services within commercial time constraints
- identifying contra-actions or other problems which may arise during services and taking necessary action to protect comfort and safety of the client or operator
- evaluating outcomes of waxing treatments and advising clients on future treatments, home care and complementary products.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment
- that competency is demonstrated in a simulated workplace environment in a range of real workplace situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- a fully equipped waxing treatment area, which includes as a minimum:
 - individual client workstations
 - adjustable treatment couch with equipment and operator safe working access at head, foot and each side
 - stable wax pot bench area with electricity supply in each workstation
 - magnifying lamp
 - temperature controlled hot wax pot
 - cold wax pot
 - supply of disposable spatulas
 - trolley

EVIDENCE GUIDE

- supply of disposable towels
- client gown or cover
- personal protective equipment, including disposable gloves
- professional range of depilatory wax products
- soothing after-treatment products from workplace range
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals
- a range of clients with different intimate waxing requirements.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of learners performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
 - consulting with client's, performing visual examinations, and developing intimate area waxing treatment plans according to client needs
 - preparing, applying and removing wax according to client requirements
 - providing advice on home-care products and future treatments according to client needs
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of:
 - safe practice
 - dealing with adverse outcomes
 - relevant infection control procedures
- completion of workplace documentation relevant to the provision of waxing treatments
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by candidate
- completion of self-paced learning materials, including personal reflection and feedback from the trainer, workplace coach or supervisor.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBBHRS503A Perform male intimate waxing treatments
- SIRXOHS001A Apply safe working practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Consultation techniques may include:

- questioning
- visual examination
- reviewing client records
- providing treatment advice.

Clients may include:

- adult female clients of various ages
- female clients who are not minors
- female clients from different cultural and religious backgrounds
- female clients with disabilities
- new or regular clients with routine or special needs.

Contraindications may include:

- skin conditions in specific treatment area that prevent treatment but will not require medical referral, such as:
 - thin or fragile skin
 - scar tissue less than six months old
 - heat rash
 - sunburn
 - known allergies to wax products or ingredients
- conditions affecting treatment area which require medical approval, such as:
 - urinary infections
 - sexually transmitted infections
 - pubic lice
 - contagious skin disease
 - oedema
- conditions in specific treatment area which restrict treatment, such as:
 - moles
 - infected ingrown hairs
 - skin tags
 - external haemorrhoids.

Necessary action must include:

- the following actions across a range of clients:
 - encouraging client to seek medical advice
 - explaining why service cannot be carried out

- modifying waxing service
- refusing unsuitable client.

- Contra-actions*** may include:
- bruising
 - blood spots
 - abrasions
 - broken hair
 - allergic reactions
 - excessive erythema
 - excessive and diminished hair growth.
- Treatment plan*** must include:
- client name and contact details
 - record of treatment area visual analysis
 - contraindications if present
 - patch test reaction
 - required service
 - procedures
 - products
 - tools and equipment
 - treatment contra-actions where present
 - soothing after-wax products used
 - treatment outcomes
 - recommended follow-up treatments.
- Workplace requirements*** may include:
- health and hygiene
 - comfort and privacy
 - designated time frames for the completion of service
 - environmental protection practices, such as:
 - waste minimisation
 - energy efficiency, e.g. electricity saving devices and practices
 - waste disposal
 - resource management
 - water efficiency.
- Relevant health regulations*** must include:
- state or territory Acts and local regulations relevant to skin penetration
 - federal, state or territory, and local health and hygiene regulations
 - occupational health and safety regulations.
- Environmental conditions*** may include:
- privacy
 - lighting
 - heating
 - ventilation
 - general client comfort.
- Client preparation*** must
- removal of accessories and clothing as necessary for treatment

include:

- protection of remaining client clothing to avoid contact with wax product
- client's own cleansing of area to be treated
- trimming of overlong hair prior to treatment.

Products may include:

- pre-wax application products:
 - oils
 - powders
- waxing products:
 - hot wax
 - warm wax
 - sugar paste
- soothing after-wax products.

Intimate waxing service must include:

- full
- partial
- shaping.

Suitable personal protective equipment may include:

- protective goggles
- powder free nitrile or vinyl gloves
- apron.

Work techniques must include:

- stretching and manipulating skin during application and removal
- speed of product removal
- direction and angle.

Home-care advice may include:

- avoidance of activities which may cause contractions
- future prevention of ingrown hairs
- prevention of infection
- personal hygiene.

Future treatment program may include:

- number and frequency of future treatments
- alternative hair reduction treatments.

Unit Sector(s)

Beauty

Competency Field

Hair Reduction Services