



Australian Government

SHBBFAS002 Provide facial treatments and skin care recommendations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide facial treatments to meet client needs.

It requires the ability to establish priorities with clients, synthesise knowledge of anatomy and physiology, skin science, cosmetic chemistry and nutrition, and to design and provide facial routines and advice on products and protection of facial skin. Facials can be a single treatment or form part of a series of treatments.

The unit applies to beauty therapists who work in beauty salons and spas. In this environment they are part of a team but make independent treatment decisions.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Facial Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Establish client priorities.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Access and review client treatment plan if available.
- 1.2 Discuss facial requirements, changes in skin over lifetime, current skin care regimen, lifestyle and nutrition influences with client to establish treatment objectives.
- 1.3 Conduct skin analysis, assessing areas of normal facial skin, levels of lipids and skin hydration, degree of photo

- aging and pigmentation and scar tissue as required.
- 1.4 Classify client skin and discuss outcomes with client.
- 1.5 Identify contraindications to facial treatment, and refer client to appropriate professional as required.
- 1.6 Identify common disorders that can be treated within scope of practice, as required.
- 1.7 Establish medical history, medication, and obtain medical approval prior to treatment, as required.
- 2. Design and recommend facials.
 - 2.1 Design proposed facial to achieve client objectives.
 - 2.2 Discuss benefits and potential adverse effects with client.
 - 2.3 Explain recommendations for duration, frequency and cost of facial to client.
 - 2.4 Modify treatment plan, record updates and obtain client consent.
- 3. Prepare for facial treatment.
 - 3.1 Check readiness of treatment area and availability of equipment.
 - 3.2 Prepare facial treatment products and equipment.
 - 3.3 Use energy, water and other resources efficiently during preparation and subsequent treatment process.
- 4. Cleanse skin.
 - 4.1 Remove make-up and cleanse skin according to treatment plan.
 - 4.2 Steam and exfoliate according to treatment plan.
 - 4.3 Extract milia and comedones and apply antiseptic products as required.
- 5. Provide facial massage.
 - 5.1 Apply massage medium to face, neck, décolletage and shoulders.
 - 5.2 Apply massage movements and adapt massage length and movements to suit elasticity of the skin, subcutaneous fat, and client needs.
 - 5.3 Monitor client reactions and adjust massage techniques if required.
- 6. Apply specialised products.
 - 6.1 Apply and remove mask according to treatment plan and manufacturer recommendations.
 - 6.2 Apply post treatment skin care products according to treatment plan and manufacturer recommendations.
 - 6.3 Allow post treatment recovery time in a relaxing environment.
- 7. Review facial.
 - 7.1 Evaluate facial treatment with client.
 - 7.2 Record outcomes of treatment on client treatment plan.
 - 7.3 Manage client expectations of potential outcomes.
 - 7.4 Update treatment plan and rebook client as required.

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| 8. Provide post treatment skin care recommendations. | 8.1 Assess effectiveness current skin care regimen and products of client.
8.2 Discuss effects of sun and environment on skin and recommend strategies and products to minimise damage.
8.3 Promote healthy nutrition options and discuss effect of adequate nutrition on skin.
8.4 Select, recommend and sell to client a skin care regimen and products based on client requirements.
8.5 Identify contraindicated ingredients for clients as required. |
| 9. Clean treatment area. | 9.1 Remove used linen and clean surfaces and equipment according to organisational policies and procedures.
9.2 Restock equipment and products in preparation for next treatment.
9.3 Dispose of general waste to minimise negative environmental impacts according to organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Reading skills to:	- interpret and follow manufacturer instructions and safety data sheets for dilution, handling and disposal of cleaning and treatment products - source and interpret credible information from: - anatomy, physiology, skin science and cosmetic chemistry publications - anatomical charts and models - interpret product manuals on safe and effective use of cosmetic formulations and ingredients.
Writing skills to:	record treatment using basic anatomy and physiology terminology to describe facial areas and anatomical positions.
Oral communication skills to:	- select and use appropriate anatomy and physiology terminology in consultation with clients - provide simple explanations to client that describe the physiological processes of skin damage and how specialised facials, products and advice will impact on its appearance - protect confidentiality of client information by ensuring that other

- clients and colleagues do not overhear discussions.
- Numeracy skills to:
- calculate treatment duration, sequencing, costs and pricing
 - calculate cosmetic ingredient quantities and ratios to assess effectiveness of formulations.
- Learning skills to:
- use knowledge of cosmetic chemistry ingredients to assess environmental impact and disposal methods.
- Planning and organising skills to:
- sequence the treatment and products application to maximise the treatment outcomes.
- Technology skills to:
- access credible online publications and resources that build knowledge for providing advice to clients
 - use client software to update client notes, record stock data and product purchases.
 - safely use and maintain electrical devices.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBBFAS002 Provide facial treatments and skin care recommendations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate, follow and adjust treatment plans to provide six safe and appropriate facial treatments to clients with the following skin types and conditions:
 - dry/alipid/lipid
 - oily/lipid
 - diffused red
 - mature skin
 - mild acne
 - erythema
- design a series of four treatments and product recommendations for three of these clients to address client priorities
- recognise contraindications, skin diseases and disorders relevant to facials and products as listed in the Knowledge Evidence
- explain to each client as appropriate the development of skin conditions and the benefits and limitations of facial treatments available for:
 - acne
 - rosacea
 - comedones, open and closed
 - pigmented skin
 - photoaged skin
 - scars
- provide facial treatments to each of the following areas as appropriate to the above clients:
 - back of neck
 - face
 - décolletage
 - neck
 - shoulders
- design and provide facial treatments that demonstrate the following treatment steps and techniques:
 - client skin analysis
 - skin cleansing

- skin steaming:
 - towel
 - steamer
- exfoliation:
 - manual or brush machine
 - product
- facial massage movements:
 - effleurage
 - petrissage
 - tapotement
 - vibration
- application and removal of facial mask
- application of facial finishing products
- vary repetition, rhythm and variation of massage movements to adapt to client needs
- remove minor skin blemishes:
 - milia
 - comedones
- design, record and maintain treatment plans and records for each client specifying the following details:
 - client feedback
 - contraindications and conditions
 - facial treatment provided and products used
 - outcomes of previous and current treatment
 - post treatment lifestyle and product advice
 - recommended future treatments
 - relevant medical history and medications
 - treatment duration, areas treated and not treated
 - treatment objectives
- present self, according to organisational policy
- comply with health and hygiene regulations and requirements
- clean, prepare and maintain treatment area according to organisational policy.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- federal, state or territory and local health, hygiene and skin penetration regulations and requirements relevant to facial treatments
- organisational policies and procedures relevant to facial treatments:
 - client record management
 - equipment use and maintenance

- incident reporting
- linen use and laundry procedures
- personal hygiene and presentation
- presentation of treatment area
- waste and disposal
- work health and safety
- legal and insurance liabilities and responsibilities regarding treatments
- scope of practice:
 - when to refer clients to other practitioners
 - importance of not stating a diagnosis of a contraindication or conditions
 - limitations of facial treatments
 - role of complementary therapist and medical practitioner
- factors likely to affect suitability of treatment for client:
 - budgetary and time constraints
 - outcomes of previous treatment
 - client skin biology
 - client willingness to follow home care advice
- effects and benefits of two comprehensive and professional skin care ranges:
 - role in each step of a facial treatment
 - benefits to skin
 - effect of ingredients on skin
- effects and benefits of each stage of facial on the physical structure of the skin:
 - cleansing
 - exfoliation
 - extractions
 - mask
 - massage
 - steaming
- position and action of superficial muscles in the face, throat and chest
- interdependence of body systems and their relationship to a healthy body and skin:
 - skeletal, muscular and nervous systems and relationship to the face and neck
 - nervous system and its relationship to skin sensations
 - lymphatic, digestive, respiratory, and circulatory systems and their relationship to skin functions, thermoregulation and homeostasis
 - endocrine and reproductive systems in relationship to hormonal influences on skin:
 - age related changes
 - effect of hormones on skin
 - hair growth and loss
 - menstrual cycle skin changes
 - pigmentation

- sebaceous and sweat gland secretion
- basic nutrition guidelines and relationship between nutrition and healthy skin
- foods which may have an effect on the skin or are contraindicated when using specific products
- skin anatomy:
 - gross and microscopic
 - epidermis, dermis and subcutaneous
 - differences depending on location
- function and role of skin:
 - as the integumentary system
 - epidermal cells
 - epidermal appendages and dermal structures
 - homeostasis
 - protection
 - role in skin of tissues:
 - connective
 - nervous
 - vascular
 - sensation
 - thermoregulation
 - vitamin D production
- structure and distribution of skin glands
- production, composition, functions and control of skin gland secretions:
 - sebum
 - eccrine and apocrine sweat fluids
- appearance and characteristics of skin types:
 - dry/alipid/lipid dry
 - oily/lipid
 - diffused red
- normal body flora
- electromagnetic spectrum and effect of light on skin
- physiological basis of skin colour:
 - factors that contribute to skin colour
 - structure and location of melanocytes and keratinocytes and responses to ultraviolet radiation
- relationship between skin type, minimal erythema dose, skin protection factor and sunscreen use
- Fitzpatrick skin types
- skin as a sense organ:
 - process of nerve conduction
 - stimuli and skin receptors

- systems and pathways of sensory and motor neuronal conduction
- types of receptors
- variations in sensory perception and their significance to facials
- function, formation and behaviour of major skin chemicals:
 - complex fatty acids
 - complex lipids:
 - phospholipids
 - sphingolipids
 - glycosaminoglycans
 - lipids:
 - saponifiable
 - non-saponifiable
 - proteins:
 - soluble
 - insoluble
 - collagen
 - elastin
 - keratin
- growth, development, ageing and healing of human skin:
 - cell division and differentiation
 - growth of epidermis
 - normal ageing and photoageing
 - stages in wound healing
 - theories about ageing
 - wound healing:
 - hypertrophic
 - keloid
 - origin and evolution of scars
- normal skin responses to irritation and trauma
- skin conditions:
 - acne
 - eczema and atopic dermatitis
 - hair disorders
 - pigmentation disorders
 - vascular disorders
 - seborrheic dermatitis
- trans-epidermal water loss
- differences between therapeutic, cosmetic and 'cosmeceutical' products
- concepts of cosmetic chemistry
- formulation, function and action of cosmetic emulsions and ingredients:

- anti-oxidants
- emollients
- humectants
- moisturisers
- occludents
- formulation, function and action cosmetic ingredients:
 - liposome types, structures and uses
 - oils
 - surfactants
 - thickeners
 - waxes
- chemical formulations of facial products:
 - exfoliants
 - face masks
 - peels
- contraindications to specific cosmetic formulations and ingredients identified in product information
- contraindications which prevent facial treatment or require clearance from a medical professional to proceed and their relationship to facials:
 - bacterial, fungal, parasitic and viral infections
 - cancer
 - clients with symptoms of infectious disease
 - pigmented lesions
 - recent cosmetic treatments such as injectables, intense pulsed light, laser, dermabrasion
 - undiagnosed lumps
- contraindications which restrict treatment and appropriate modifications to treatment:
 - allergies
 - areas exhibiting loss of tactile sensation
 - dysfunction of the nervous system
 - inflammations and swellings
 - medications that cause thinning or inflammation of the skin
 - skin trauma
 - recent scar tissue
- appearance, possible medical treatments and limitations of facial treatments on skin conditions, diseases and disorders:
 - acne
 - closed comedones/milia
 - couperose
 - dehydration/trans epidermal water loss

- dermatitis and eczema
- erythema
- ichthyosis
- lupus erythematosus
- mature
- photoaged
- pigmentation disorders
- open comedones
- scleroderma
- seborrhoea
- sensitive/diffused red skin
- skin tumours
- urticaria
- physiology of adverse reactions to facial treatments and products and appropriate remedial action:
 - allergic reactions
 - erythema/skin inflammation
 - normal skin responses to irritation and trauma
 - skin blemishes
 - skin inflammation
- lifestyle factors and benefits of lifestyle changes on skin:
 - alcohol consumption
 - climate
 - exercise routine
 - hobbies
 - nutrition
 - sleeping patterns
 - tobacco consumption
 - type of employment
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future treatments to maintain client treatment objectives.

Assessment Conditions

Skills must be demonstrated in a beauty industry environment; this can be:

- a beauty industry workplace or
- a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different facial treatment requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
 - basin
 - hot and cold running water
 - liquid soap
 - single use towels or hand dryer
- relevant workplace documentation:
 - blank client records
 - organisational policies and procedures relevant to facial treatments
 - manufacturer instructions for equipment
 - safety data sheets for cleaning products and, where applicable, for treatment products
 - product manuals listing product ingredients, formulations, labelling and guidelines for use.

Assessment must ensure use of:

- bowls
- brushes for application of products
- cleaning and disinfection products and equipment
- client gowns and hair protectors
- disposable facial wipes, microlances, spatulas, tissues
- disposable gloves
- equipment:
 - facial steamer
 - hot towel cabinet
 - magnifying lamp
 - Woods lamp
- individual work station consisting of:
 - adjustable treatment table with safe working access to both sides and ends
 - individual electricity supply
 - operator chair
 - trolley for products, bowls and equipment
- treatment products from two comprehensive professional skin care ranges
- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- complete facial treatments within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors and:

- hold a qualification as a beauty therapist
- have worked as a beauty therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

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