



Australian Government

SHBBHRS011 Provide female intimate waxing services

Release: 1

SHBBHRS011 Provide female intimate waxing services

Modification History

Supersedes and is not equivalent to SHBBHRS002 Provide female intimate waxing services.

Application

This unit describes the performance outcomes, skills and knowledge required to provide waxing services to remove unwanted hair from female intimate areas.

It requires the ability to consult with clients to plan services to apply and remove hot and strip wax safely. Female intimate waxing can be an individual service or form part of a series of services.

This unit applies to beauticians and beauty therapists who work in beauty or hair removal salons. In this environment they work as part of a team but make independent treatment decisions; demonstrate sensitivity, maturity and confidentiality in their client interactions; and have knowledge of waxing techniques and waxing products.

This unit can only be completed by persons over the age of 18 years.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Unit Code	Unit Title
SHBBHRS010	Provide waxing services

Competency Field

Hair Reduction Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
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Elements describe the essential outcomes

1. Establish client priorities.

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

- 1.1. Access and review client treatment plan if available.
- 1.2. Confirm with client female intimate waxing requirements and assess areas of skin and hair growth requiring treatment.
- 1.3. Obtain informed and signed parent or guardian consent if client is a minor.
- 1.4. Identify and explain contraindications to female intimate waxing service, and refer client to appropriate professional as required.
- 1.5. Explain treatment sequence and factors that may restrict treatment.
- 1.6. Confirm treatment, develop or update treatment plan, obtain signed client consent and record details.

2. Prepare for female intimate waxing service.

- 2.1. Prepare service area and equipment.
- 2.2. Present self, according to organisational policy.
- 2.3. Prepare client and select waxing products according to plan.
- 2.4. Instruct client in what to use and how to self-cleanse female intimate waxing area.
- 2.5. Use suitable personal protective equipment.
- 2.6. Ensure own posture and position is correct to minimise fatigue and risk of injury to self and client throughout waxing service.
- 2.7. Instruct client on correct positioning and how to use a towel to cover areas not being treated.
- 2.8. Clean and prepare skin area to be waxed.
- 2.9. Use energy, water and other resources efficiently during preparation and subsequent treatment process.
- 2.10. Comply with health and hygiene regulations and requirements.

3. Apply wax to female intimate area.
 - 3.1. Test wax temperature, adjust as required and maintain for the duration of waxing service.
 - 3.2. Trim hair to suitable length for waxing as required.
 - 3.3. Conduct patch test to identify skin reactions before proceeding with full female intimate waxing service.
 - 3.4. Apply wax using single use applicators according to the area and manufacturer instructions.
 - 3.5. Remove wax according to hair growth pattern, area and manufacturer instructions.
 - 3.6. Ensure all wax product is removed from skin and use tweezers to remove remaining unwanted hair as required.

4. Ensure client comfort.
 - 4.1. Monitor client reactions and responses and adjust waxing service as required.
 - 4.2. Ensure client comfort and modesty throughout service.
 - 4.3. Direct client on how and when to support surrounding skin to minimise discomfort.
 - 4.4. Apply techniques to minimise client discomfort.
 - 4.5. Discontinue treatment and provide advice if contra-actions occur.
 - 4.6. Apply aftercare product to minimise any post treatment skin reactions.
 - 4.7. Maintain cultural sensitivity, maturity and confidentiality throughout service.
 - 4.8. Recognise and respect the client's social, cultural and spiritual differences and uphold their rights.

5. Review waxing service and provide post service advice.
 - 5.1. Evaluate waxing service with client.
 - 5.2. Record outcomes of waxing service on client treatment plan.
 - 5.3. Provide aftercare advice and recommend products and future treatments.
 - 5.4. Update treatment plan and records, and rebook client as required.

6. Clean service area.
 - 6.1. Clean service area, equipment and surfaces according to organisational policies and procedures.
 - 6.2. Replenish service area in preparation for next service.
 - 6.3. Dispose of general waste, waste hair and wax 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.

SKILLS	DESCRIPTION
Reading skills to:	interpret and follow manufacturer instructions and safety data sheets for safe use of cleaning and treatment products and equipment.
Numeracy skills to:	calculate treatment times, product quantities and price of treatment.
Self-management skills to:	maintain cultural sensitivity, maturity and confidentiality with female clients.
Technology skills to:	- use client software to update client notes, rebook future treatments, record stock data and product purchases - safely use and maintain electrical equipment.

Unit Mapping Information

Supersedes and is not equivalent to SHBBHRS002 Provide female intimate waxing services.

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 SHBBHRS011 Provide female intimate waxing services

Modification History

Supersedes and is not equivalent to SHBBHRS002 Provide female intimate waxing services.

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:

- provide a total of five intimate waxing services for female adult clients that include two of each of the following:
 - full
 - partial
- during the above female intimate waxing services, apply and adjust the following work techniques:
 - stretching and supporting the skin
 - speed, direction and angle of wax removal
 - maximum removal of hair
- develop or update treatment plans and records for each of the above clients specifying details of:
 - client feedback
 - contraindications
 - products used
 - hair and skin analysis
 - treatment outcomes
 - patch test reaction
 - relevant medical history and medications
 - waxing service performed
 - aftercare recommendations and advice.

Knowledge Evidence

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

- state or territory and local legislation and guidelines relevant to provision of waxing services:
 - health and hygiene
 - anti-discrimination
 - occupational health and safety

- age at which an individual is classed as a minor according to relevant federal, state or territory legislation and why minors must only be treated with informed and signed parental or guardian consent
- infectious disease transmission routes and prevention of infection transmission as it relates to intimate waxing services
- infection control procedures and application of standard precautions as they apply to the provision of waxing services
- organisational policies and procedures as they apply to the provision of waxing services:
 - client record management
 - equipment use and maintenance
 - incident reporting
 - personal hygiene and presentation
 - presentation of treatment area
 - waste disposal
 - work health and safety
- scope of practice:
 - when to refer clients to other practitioners
 - importance of not stating a diagnosis of a contraindication
 - when to refuse unsuitable clients
- range of diverse gender and cultural issues and attitudes in relation to body waxing
- techniques that minimise risk of client misinterpreting operator behaviour and actions
- strategies for dealing with client behaviour that breaches professional status of treatment
- importance of client self-cleansing of female intimate waxing treatment prior to performing waxing service
- basic anatomy and terminology of female genitalia
- variations to skin biology and appearance in female intimate area and implications for treatment and infection control
- variations to hair growth cycle and patterns in female intimate area
- the need for psychological sensitivity required when conducting female intimate waxing
- formulation of waxes
- function and action of wax ingredients
- relevance and importance of clearly explaining the following to clients:
 - contraindications
 - contra-actions
 - skin sensitivity during menstruation
- contraindications that:
 - prevent treatment but will not require medical referral:
 - heat rash
 - known allergies to wax products or ingredients
 - scar tissue less than six months old
 - sunburn

- thin or fragile skin
- prevent treatment:
 - contagious skin disease
 - oedema
 - pubic lice
 - sexually transmitted infections
 - urinary infections
- restrict treatment:
 - external haemorrhoids
 - infected ingrown hairs
 - moles
 - skin tags
- adverse reactions to female intimate waxing and required action steps:
 - abrasions
 - allergic reactions
 - blood spots
 - broken hair
 - bruising
 - excessive erythema
 - skin irritation
 - skin trauma
- after service and home care advice relevant to female intimate waxing services:
 - avoidance of activities which may cause contra-actions
 - prevention of ingrown hairs and infection
 - personal hygiene
 - recommended products and future treatments
- intimate waxing equipment and products:
 - ingredients and composition of waxing products
 - soothing products to reduce skin irritation
 - use of shaping templates
 - use of hot wax, warm wax and sugar wax
 - suitability of products according to hair type
 - application and removal of waxing products
 - direction of application and speed of removal
- 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 female clients with different intimate waxing 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 the provision of waxing services
 - manufacturer instructions and safety data sheets
 - product instructions and safety data sheets.

Assessment must ensure use of:

- cleaning and disinfection products
- client gowns or covers
- disposable single use wax applicators and strips
- disposable sheeting
- disposable g-string
- hot and strip wax
- temperature controlled wax pots
- tweezers
- client gowns or covers
- pre and aftercare products from a comprehensive professional range
- individual workstation consisting of:
 - treatment table with safe working access at both ends and sides
 - individual electricity supply
 - magnifying lamp
 - stable wax pot bench or trolley
- personal protective equipment:
 - disposable gloves
 - aprons
- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- provide female intimate waxing 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 Organisations' requirements for assessors and:

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

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