

WorldSkills Standards Specification

BEAUTY THERAPY

Social and Personal Services



THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

GENERAL NOTES ON THE WSSS

The WSSS specifies the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSSS).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standards Specification is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards Specification. This is often referred to as the “weighting”. The sum of all the percentage marks is 100.

The Marking Scheme and Test Project will assess only those skills that are set out in the Standards Specification. They will reflect the Standards Specification as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme and Test Project will follow the allocation of marks within the Standards Specification to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Standards Specification.

WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
1	Work organization and management	8
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Health, safety and hygiene legislation, rules and regulations as they apply to the Beauty Therapy industry • The range and purposes of tools, equipment and electrical instruments used for each of the various beauty treatments and how to use, maintain and store them safely and securely • The purposes, uses, care and potential risks associated with products, cosmetics and their ingredients • The importance of always following manufacturers' instructions • The professional ethics when dealing with referrals from medical specialists • The principles of ergonomics • The time required for each beauty therapy treatment • How a business works including the role of targets • The role of the individual in maintaining a successful business • The value of managing own continuing professional development 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Prepare treatment area according to health, safety and hygiene requirements • Set up equipment and prepare tools and materials to support • Smooth and effective services and in compliance with manufacturers' instructions • Prepare treatment area to promote maximum efficiency • Create an inviting and relaxing ambience to provide client safety and comfort • Clean and tidy workstation after completion of treatment • Recommend and advise on products • Provide after care and retail advice • Keep up-to-date with industry trends and fashions 	
2	Professional demeanour	6
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • How professional demeanour and presentation is essential for building positive client and colleague relationships • The significance of self-management and presentation for the comfort and reassurance of the client • The importance of posture in creating a professional image 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Demonstrate excellent client and colleague relationships • Practice a professional image and manner with regard to uniforms, personal grooming and interpersonal skills • Demonstrate respect for colleagues and clients • Manage own stress effectively • Maintain a balanced life-style with regular exercise 	
3	Client care and relationships	6
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The requirement to keep records relating to clients, products and other relevant matters • Data protection requirements • The importance of client comfort, modesty and discretion • The relationship between client expectations and meeting their needs • Professional procedures when working with referrals from medical • The significance of listening carefully to the client and questioning closely to aid analysis and accurate interpretation of client wishes • Contra-indications and the reasons why a beauty therapist would not undertake a treatment • The circumstances and reasons for referral onto medical advice Contra-actions which can occur during a treatment and how they should be managed • Appropriate forms and styles for communicating with clients of different cultures, ages, expectations and preferences • The need to review the client holistically to ensure the correct treatment plan is designed • The importance of 'attention to detail' in all areas • The basis of effective and sustained client relationships • Nutritional science, the importance of exercise, skin conditions and hygiene • The common types of problem which can occur and how to resolve independently 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Provide client services in a professional, safe and hygienic manner • Meet, greet and settle clients in a professional and welcoming manner • Provide the client with a relaxing and memorable service which meets their managed expectations • Accurately read and interpret body language • Respect cultural differences and adapt to client needs • Protect and maintain client dignity • Undertake a visual and manual examination • Recognize contra indications during the consultation and respond to them • Refer for medical advice as required • Clarify the client's expectations and requirements during the consultation • Provide advice on colours, style, products and how to care for skin and body • Provide advice on all treatments • Maintain positive contact with the client throughout the treatment • Identify any contra actions during treatments and respond to them appropriately • Seek feedback from the client before concluding the treatments • Recognize and understand problems swiftly and follow a self-managed process for resolving • Ensure a positive departure 	
4	Temporary hair removal	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Hair and skin type and structure • Skin and hair condition • Products and equipment required to undertake waxing/sugaring procedures • The importance of practicing correct hygienic procedures when dealing with blood and bodily fluid 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Prepare and test the wax/sugar to hygiene specification • Accurately assess client's hair/skin type and tolerance levels • Understand and follow manufacturer's instructions • Test the wax/sugar temperature before the wax service • apply and remove wax/sugar, using soothing product, according to the client's needs and following health and safety guidelines • Carry out hot wax, warm strip waxing, or sugaring techniques on a variety of areas • Apply and remove wax, sugar with minimum trauma to the skin • Deal with any blood and bodily fluids safely and hygienically to eliminate infection to others • Apply tweezers to shape and define eyebrows • Offer after care and retail advice 	

5	Face	30
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The methods of client and station preparation for all facial Treatments • Anatomy and physiology of the face and head • Contra indications and actions, plus how to modify a treatment • The importance of following safety procedures in using and maintaining electrical instruments • Different skin types and conditions and how they should be treated • The problems related to the use of chemicals near the eyes • The different face, eye and lip shapes • The different types and colours of make-up products needed to achieve a desired outcome • Current trends and fashions in make-up • The importance of being able to solve problems independently 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Provide client services in a professional, safe and hygienic manner • Understand and follow manufacturer's instructions • Identify the correct method of client preparation for the facial treatment taking into consideration client comfort and modesty • Identify the correct methods of client and area preparation for electrical Facial Treatments • Carry out full facial skin analysis • Choose products for each skin type and client's needs • Complete full facial treatments including the use of specialist skin care products and electrical equipment to meet the needs of the client • Carry out a range of eyebrow and eyelash tinting and eyebrow shaping treatments to meet client's requirements • Apply make-up for a range of occasions including fantasy styles • Apply a range of false eyelashes (strip, cluster, and individual) • Offer after-care and retail advice 	
6	Body	25
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The methods of client and station preparation for body treatment • Anatomy and physiology of the body systems • Body types, muscle tone, skin structure, and related medical conditions • The importance of following safety procedures in using and maintaining electrical instruments • The range of body massage treatments • The range of mechanical massage techniques • Cultural differences and requirements • The nature, purpose, and use of essential oils 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Develop a Body Treatment plan to meet the identified needs of the client • Identify the correct method of client preparation for the Body Treatment taking into consideration client comfort and modesty • Understand and follow manufacturer's instructions • Select the correct product for the client's needs • Select, apply and remove body scrub product based on client's needs • Select, apply and remove body wrap product based on client's needs • Perform massage with appropriate rhythm, speed, pressure and range of movements • Use a range of mechanical treatments • Use a range of aromatherapy oils and blend a synergistic blend for individual client's requirements 	
7	Feet, hands, and nails	15
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Nail and skin infections and problems – hands and feet • Anatomy of the hand, feet and nails • Health and safety use of chemical products. • Manicure and pedicure procedures and treatments • Maintenance and repair of natural and artificial nails • Artificial nail applications • A range of nail art designs and fashions. • Current trends and fashions in all nail services 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Prepare area for nail treatments with appropriate products and ergonomic design • Carry out spa manicure and pedicure treatments using a full range of treatments and products to meet client 'needs • Carry out treatments to include, exfoliation, cuticle, massage, mask and varnish application • Apply a range of nail art designs • Apply Gel Polish cured by the Blue UV curing light • Apply artificial nail tips • Apply a range of nail systems • Offer after care and retail advice 	
	Total	100

REFERENCES FOR INDUSTRY CONSULTATION

WorldSkills is committed to ensuring that the WorldSkills Standards Specifications fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Standards Specification on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>)
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)

This WSSS (Section 2) appears to relate to *Beauticians and Related Services*:

<http://data.europa.eu/esco/isco/C5142>

This and adjacent occupations can be explored through these links.