

Guidance notes for the Graduate Profile Outcomes

New Zealand Certificate in Beauty Services (level 4)

This document is a recommendation of content that should be covered within a training programme. It is envisaged that no content will be repeated but can be added to in a holistic delivery approach relevant to the application of the services within each GPO (Graduate Profile Outcome).

Note: where *Including* is indicated this is not exclusive and regional requirements can be reflected in addition to what is listed.

Graduates of this qualification will be able to:

GPO 1

Use appropriate equipment and products to safely carry out natural nail services, providing individualised client nail care and advice following consultation.

Credit 15

Programme content is intended to include:

Knowledge:

- Anatomy & physiology contextualized to natural nail services (manicure and pedicure) including muscular, skeletal, integumentary, circulatory, lymphatic, digestive, endocrine, nervous.
- Nail and skin diseases and disorders relevant to the nail and surrounding skin.
- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin
- Electrical safety, use of tools and electrical equipment. Contextualized to the use of manufacturer's instructions when using electrical equipment relevant to manicure and pedicure services. Cover the principles, including:
 - fundamental electrical principles – including watts, amps, voltage, adapters, safety of wires and flexes across the floor, thermostats.
 - UV cabinets, autoclaves, glass bead steriliser,
 - manicure lamps,
 - any other relevant equipment – paraffin wax heater, foot spa.

(Electrical safety sits across 3 GPOs it is not intended to be repetitive but content that is relevant to the knowledge required to the services.)

- Relevant health and safety requirements relevant to natural nail services.
- Knowledge of risks associated with natural nail services.
- Sanitation, sterilization, and hygiene requirements relevant to natural nail services.
- Professional industry standards relevant to natural nail services
- Nail services products and tools and their safe use and handling.
- Client consultation – understand legislative and clinic requirements, understand communication techniques, responding and building client rapport and trust.
Undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,
 - client conditions and characteristics,

- service undertaken,
- requirements for referral,
- aftercare,
- homecare,
- rebooking,
- retailing appropriate products.
- Understanding how to support nail health and well-being including healthy lifestyle choices.

Practical: (application of knowledge)

- Client consultation to include:
 - undertake a consultation to determine client requirements for natural nail services; undertake an analysis specific to the natural nail service requested,
 - establish safety of the service to be performed,
 - detailed analysis to produce a personalised treatment plan.
- Implementation of industry standard when carrying out (full) manicures.
- Implementation of industry standard when carrying out (full) pedicures.
- Provide personalized after care advice.
- Provide personalized homecare advice and support with retailing appropriate products.
- Completing successful sales and rebooking next service
- Cleaning, follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to at least the following:

nail trimming, filing, buffing, cuticle work, hand /foot massage, nail polish including gel polish (and removal), exfoliation and mask.

There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic environment (including a training clinic). It is envisaged the clinic hours be collated and evidenced through case study portfolios

Graduates of this qualification will be able to:

GPO 2

Use appropriate equipment and products to safely carry out facial and skin care services providing individualised client skin care and advice following consultation.

Credit 45

Programme content is intended to include:

Knowledge:

- Anatomy & physiology contextualized to eye, facial and skin care services including muscular, skeletal, integumentary, circulatory, lymphatic, digestive, endocrine, nervous.
- Skin diseases and disorders relevant to the eyes, face, neck, and décolleté areas (skin and hair).
- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin.

- Electrical safety, use of electrical tools and equipment. Contextualized to the use of electrical equipment relevant to skin care services. Including:
 - electrical sanitisers and sterilisers,
 - facial steamers and vapour ozone,
 - magi lamps,
 - any other relevant electrical equipment – hot towel cabinets, woods lamp.
- Relevant health and safety requirements relevant to facial and skin care services.
- Knowledge of risks associated with facial and skin care services.
- Sanitation, sterilization, and hygiene requirements relevant to eye, facial and skin care services.
- Professional industry standards relevant to facial and skin care services.
- Facial and skin care services products and tools and their safe use and handling.
- Client consultation – understand legislative and clinic requirements (importance of client consent and signed evidence), understand communication techniques, responding and building client rapport and trust. Undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,
 - client conditions and characteristics,
 - service undertaken,
 - requirements for referral,
 - aftercare,
 - homecare,
 - rebooking,
 - retailing appropriate products.
- Understanding how to support skin health and well-being including healthy lifestyle choices.

Practical:

- Client consultation to include:
 - undertake a consultation to determine client requirements for Eye, facial and skin care services,
 - undertake an analysis specific to the Eye, facial and skin care service requested,
 - establish safety of the service to be performed,
 - detailed analysis to produce a personalized treatment plan.
- Implementation of industry standard when carrying out full facials – CTM, exfoliation, mask, face, neck & décolleté massage, eye & lip care.
- Implementation of industry standards when carrying out * make-up application fit for purpose.
- Provide personalized after care advice
- Provide personalized homecare advice and support with retailing appropriate products.
- Completing successful sales and rebooking next service
- Cleaning, follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to * covering oily, lipid dry, combination, permanently diffused redness/sensitive and a balanced skin types and the following skin conditions: affected by skin colour and tone, secretion and texture including allergic, sensitised,

dehydrated, devitalised, circulatory response, hyperkeratinisation, collagen loss, elastin loss, seborrhoea and/or acne, hyperpigmentation/sun damage and ageing skin.

The following must be covered:

Cleanse, tone, exfoliation, massage, mask, eye & lip care, moisturising services, and make-up services that are fit for purpose. There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic environment (including a training clinic). It is envisaged the clinic hours could be collated and evidenced through case study portfolios

Graduates of this qualification will be able to:

GPO 3

Use appropriate equipment and products to safely carry out eyelash and eyebrow artistry services, providing individualised client care and advice following consultation.

Credit 15

Programme content is intended to include:

Knowledge:

- Anatomy & physiology contextualized to eyelash and eyebrow artistry services including muscular, skeletal, integumentary, circulatory, lymphatic, nervous.
- Skin and hair diseases and disorders relevant to the eyes and surrounding area.
- Cosmetic chemistry – cosmetic ingredients and their impact on the eyes and surrounding areas including dyes and tints, perming solutions and neutraliser.
- Relevant health and safety requirements relevant to eyes and surrounding area.
- Knowledge of risks associated with eyelash and eyebrow artistry services.
- Sanitation, sterilization, and hygiene requirements relevant to eyelash and eyebrow artistry services.
- Professional industry standards relevant to eyelash and eyebrow artistry services.
- Eyelash and eyebrow artistry services products and tools and their safe use and handling.
- Client consultation – understand legislative and clinic requirements (importance of client consent and signed evidence), understand communication techniques, responding and building client rapport and trust. Undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,
 - client conditions and characteristics,
 - service undertaken,
 - requirements for referral,
 - aftercare,
 - homecare,
 - rebooking,
 - retailing appropriate products.

Practical:

- Client consultation to include:

- undertake a consultation to determine client requirements for the eyelash and eyebrow artistry services,
- undertake an analysis specific to the eyelash and eyebrow artistry services requested,
- establish safety of the service to be performed including any required patch testing,
- detailed analysis to produce a personalized treatment plan.
- Implementation of industry standard when carrying out eyebrow shaping, including tweezing and waxing.
- Implementation of industry standards when carrying out eyelash and eyebrow tinting.
- Implementation of industry standards when carrying out other eyelash and eyebrow enhancements including lash extensions and lash lifts.
- Provide personalized after care advice
- Provide personalized homecare advice and support with retailing appropriate products.
- Completing successful sales and rebooking next service
- Cleaning, follow-up notes and prep for next client.

Breadth of Practice:

The above knowledge and skills are applied to at least the following: eyebrow shaping including tweezing and waxing, eyebrow and eyelash tinting, eyelash lifting, eyelash extensions.

There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic environment (including a training clinic). It is envisaged the clinic hours be collated and evidenced through case study portfolios.

Graduates of this qualification will be able to:

GPO 4

Use appropriate equipment and products to safely carry out manual hair removal and spray tanning services, providing individualised client care and advice following consultation.

Credit 35

Programme content is intended to include:

Knowledge:

- Anatomy & physiology contextualized to hair removal and spray tanning services. Including integumentary, endocrine.
- Skin diseases and disorders relevant to the skin and hair.
- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin
- Electrical safety, use of tools and electrical equipment. Contextualized to the use of electrical equipment relevant to waxing and spray tanning services. Including:
 - distinct types of wax machines,
 - thermostats,
 - spray tan machines and booths.
- Relevant health and safety requirements relevant to hair removal and spray tanning services.
- Knowledge of risks associated with hair removal and spray tanning services.

- Sanitation, sterilization, and hygiene requirements relevant to hair removal and spray tanning services.
- Professional industry standards relevant to hair removal and spray tanning services.
- Hair removal and spray tanning services products and tools and their safe use and handling.
- Client consultation – understand legislative and clinic requirements, understand communication techniques, responding and building client rapport and trust.
Undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,
 - client conditions and characteristics,
 - service undertaken,
 - requirements for referral,
 - aftercare,
 - homecare,
 - rebooking,
 - retailing appropriate products.

Practical:

- Client consultation to include:
 - undertake a consultation to determine client requirements for hair removal and spray tanning services,
 - undertake an analysis specific to the hair removal and body tanning service requested,
 - establish safety of the service to be performed,
 - detailed analysis to product a personalized treatment plan.
- Implementation of industry standard when carrying out *hair removal services: inclusive of basic through to intimate waxing.
- Implementation of industry standard when carrying out spray tanning services including preparation and immediate post care.
- Provide personalized after care advice.
- Provide personalized homecare advice and support with retailing appropriate products.
- Completing successful sales and rebooking next service.
- Cleaning, follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to:

- Hair removal services: * $\frac{1}{2}$ & full legs, bikini, underarm, arms, lip & chin, eyebrows. *This is a prerequisite and must be successfully achieved before progressing to the advanced hair removal services.*
- Hair removal services: * extended bikini, Brazilian, back/neck/shoulders, chest, and abdominals.
- *Hair removal services must cover various techniques including hot wax, warm/strip wax, including wax pot and other current systems of waxing.
- Full body spray tanning services – male and female.
- There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic

environment (including a training clinic). It is envisaged the clinic hours be collated and evidenced through case study portfolios.

Graduates of this qualification will be able to:

GPO 5

Implement professional standards and expectations relating to a beauty services workplace, including communication, contributing to the business and client service skills.

Credit 10

Programme content is intended to include:

- First Aid contextualized to relevant beauty services/environments including the following services:
 - manicure and pedicure,
 - facial,
 - make-up,
 - eyelash and eyebrow artistry,
 - waxing,
 - spray tan.

- Professional, ethical behaviour, including working within scope of practice, sustainable operating practices conserving product, water, power.
- Salon protocols – understanding of and following professional standards of practice including:
 - professional presentation to reflect the business,
 - client confidentiality,
 - body language,
 - client engagement,
 - referral to other professionals.
 - Incident reporting.

- Reception and customer service skills including the importance of building strong client relationships including:
 - creating and maintaining various types of appointment systems and client records
 - various payment types,
 - cash handling security
 - filing and storage of a client's information,
 - appropriate communication skills.

- Retailing including:
 - demonstrating service and product knowledge,
 - communicating product features and benefits relevant to client requirements,
 - applying sales techniques to close product sales,
 - cross selling and upselling – services and products.

