In this unit you will learn how to:
- Prepare the treatment work areas
- Maintain the treatment work areas
Here are some key terms you will meet in this unit:

- **Disposal** – throwing away, removal
- **Incinerated** – disposed of by burning
- **Thermostatically controlled heating** – heating that is kept at a controlled temperature
- **Décor** – furnishings and decoration
- **Ventilation** – circulating fresh air
- **Magnifying lamp** – a lamp used in treatments that increases the size of something to make it easier to see
- **Disposables** – things that are meant to be thrown away after they have been used once
- **Flues** – outlets for fresh air
- **Equipped** – set up with the appropriate tools and equipment
- **Extractor fan** – an electric fan often set into a window and used to remove steam, fumes or stale air from a room
- **Dimmer switch** – a light switch that can be turned up or down depending on the level of lighting you want
- **Record card** – card where you write important information about the client and their treatments
- **Magnifying lamp** – a lamp used in treatments that increases the size of something to make it easier to see
- **Record card** – card where you write important information about the client and their treatments
Prepare the treatment work areas [1]

One of your main duties in the salon will be to assist more senior therapists by setting up the correct materials and equipment needed for a particular treatment or service and by preparing the client.

You will need to know what products, tools and equipment are needed for each of the treatments in the range, and also be able to use a client’s record card to select materials that will be suitable for that particular client. You will also need to think very carefully about everything that you have learned about health and safety in Unit G20. Make sure your own actions reduce risks to health and safety and put it into practice.

Record cards

A client’s record card is a professional record of treatments or services that the client has already had at your salon and is where a therapist can record comments or suggestions for future treatments. Part of your preparation for a treatment will involve obtaining a client’s record card from reception. You will need the card to find out what treatment the client is booked in for, so that you know what you need to set up. The client’s record card may also give you more information about the client’s likes and dislikes, skin type, previous products used and the therapist’s methods that will be helpful to you in deciding which products to select.

When you collect a record for a client from reception, make sure that you check the client’s first name, surname and address carefully to make sure you have the correct card. Make sure that you collect the correct record for the client, as some may share a surname or even a first name.

You will need to hand over the client’s record card to the therapist before she starts the treatment.

Salon life

Jodie was looking for Mrs Jarvis’s record card for the therapist, Shruti, but couldn’t find it anywhere in the filing box. After five minutes she began to panic – Shruti was really strict about not starting a treatment until everything was ready, and Jodie knew that she would get into trouble if the treatment started late. Eventually the receptionist looked up from her magazine and asked Jodie what the problem was, and when Jodie explained, the receptionist told her to look under Mrs Jarvis’s first name, Jan, because that’s where she filed it last week. Luckily enough, there it was.

How could this problem be prevented from happening in the future?

What is the best system to use when filing record cards?
The treatment room

As the treatment room is used for a variety of different treatments, it is important that it can be adapted to meet the needs of a range of treatments and is well equipped.

- be well ventilated – cool in summer, warm in winter
- be quiet and undisturbed from outside noise; soft music can be played to enhance relaxation
- have good lighting that can be dimmed for massage
- be clean and tidy and smell fresh
- contain everything you need for treatments, and be well organised
- include somewhere to hang the client’s clothes
- contain shelves or storage for products and towels
- not be cramped, with enough space for the beauty therapist to walk round the room easily
- have a sink with running hot and cold water
- What a good treatment room should be like

You will need to bear all this in mind when preparing the treatment room.

Setting up for treatments

You need to organise the work area so that everything is hygienic and within reach and the trolley is set up with the necessary tools, equipment and products, as well as enough cotton wool and tissues. Your supervisor will show and advise you how to do this until you are able to set up on your own.

Setting up the workspace for any treatment: a checklist

1. The client’s record card and a pen should be on the trolley ready for the consultation.
2. The gown the client will wear during the treatment should be ready, and there should be a coat hanger or hook available for the client’s clothes.
3. Clean towels should be laid out nearby, either on a stool or at the end of the couch.
4. The treatment couch should be prepared with a fitted bottom sheet and a disposable couch roll.
5. The trolley tops and work surfaces should be disinfected and covered with fresh couch roll.
6. The products to be used during the treatment should be laid out on the trolley top.
7. The tools to be used during the treatment should be sterilised and then placed on the trolley top in a jar filled with antiseptic.
8. There should be enough cotton wool and tissues on the trolley to complete the whole treatment.

Top tip

It is bad practice to stop a treatment in order to fetch things. This breaks the flow of the treatment and is not relaxing for the client. Whether you are setting up for a treatment you will carry out yourself or for another therapist, make sure that you have set out everything that will be needed.

Get up and go!

Time yourself: set up the workspace for a treatment and record how long it takes you. In a busy salon, time is money and it is essential that assistant therapists are able to set up in time for the next client and do not hold up the appointments.
Prepare the treatment work areas (2)

Sterilisation and disinfection methods

It is just as important to maintain excellent standards of hygiene when setting up for treatments as it is when carrying out the treatments themselves. Look back at pages 20 and 21 to remind yourself of what you need to do to make sure the workspace doesn’t encourage the spread of bacteria that could result in cross-infection.

Setting up for particular treatments

At Level 1, you will learn to assist with facial, make-up, manicure and pedicure treatments. However, you need to be able to set up for other treatments as well.

The table below outlines the various materials that you will need for each of these treatments. Information on what each of the products, tools and other items of equipment are used for in facial treatments, nail services and make-up treatments are covered in detail in Units B2 Assist with facial skin care treatments, B3 Assist with day make-up and N1 Assist with nail services.

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Equipment, tools and products needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waxing</td>
<td>Couch, wax station with tools, equipment and materials, protective plastic couch sheet, paper couch roll, client clothing protection, pedal waste bin, tweezers, disinfectant solution in a jar, talcum powder, cotton wool, tissues, skin-cleanser or pre-wax, medium sized towels, small scissors, selection of different sized wax strips, wax, after-wax lotion or oil, hand mirror, apron, disposable surgical gloves, pedal bin, clinical waste bin, client record card and pen, aftercare leaflet</td>
</tr>
<tr>
<td>Eye treatments</td>
<td>Couch, stool, trolley, tools, products, equipment and materials laid out, towels, tissues, orange wood sticks, head band, antiseptic cleansing solution, soothing lotion, hand mirror, damp cotton wool, dry cotton wool, scissors, tweezers, magnifying lamp, disposable surgical gloves, tissues, disposable spatula, steel pencil sharpener, eyebrow pencil, disinfectant solution, client record card and pen, pedal bin, disinfectant solution in a jar</td>
</tr>
<tr>
<td>Make-up</td>
<td>Couch or beauty chair, trolley, head band, tissues, couch roll, towels, hair clips, cleanser, toner and moisturiser, eye make-up remover, magnifying lamp, bowls, eye make-up, cheek make-up, lip make-up, foundation, powder, concealer, make-up brushes, good lighting, disposable make-up applicators, cosmetic sponges, make-up palette, pencil sharpener, spatulas, orange wood sticks, dry cotton wool, damp cotton wool, hand mirror, artificial eyelashes, client record card and pen</td>
</tr>
<tr>
<td>Facial</td>
<td>Couch, stool, trolley, facial tools, products, equipment and materials laid out, towels and disposables such as cotton wool, tissues, spatulas, orange wood sticks, pedal bin, disinfectant solution in a jar, head band, gown, mirror, cleansers, toners, moisturisers, massage cream or oil, exfoliants, steamer, selection of different sized bowls, comedone extractor, mask ingredients to mix or ready prepared masks, mask application brush, magnifying lamp, client record card and pen</td>
</tr>
</tbody>
</table>
### Prepare the treatment work areas

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Equipment, tools and products needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manicure</td>
<td>Manicure station, manicure tools, bowls, finger soaking bowl, equipment and materials laid out, towels and <strong>disposables</strong> such as cotton wool, tissues, spatulas, emery boards and orange wood sticks, hand cream, base coat, nail polishes, top coat, cuticle knife, hoof stick, cuticle nippers, nail scissors, buffer, buffing paste, cuticle remover, cuticle massage oil or cream, hand sanitising spray, disinfectant, nail polish remover, nail polish dryer, client <strong>record card</strong> and pen, pedal bin, disinfectant solution in a jar</td>
</tr>
<tr>
<td>Pedicure</td>
<td>Pedicure station, pedicure tools, products, equipment and materials laid out, towels and <strong>disposables</strong> such as cotton wool, tissues, spatulas, emery boards and orange wood sticks, massage cream or foot lotion, base coat, nail polishes, top coat, cuticle knife, hoof stick, cuticle nippers, nail scissors, buffer, buffing paste, cuticle remover, cuticle massage oil or cream, hand sanitising spray, disinfectant, foot file, nail polish remover, nail polish dryer, client <strong>record card</strong> and pen, pedal bin, disinfectant solution in a jar</td>
</tr>
<tr>
<td>Nail art</td>
<td>Manicure station, medium sized towels, couch roll, dry cotton wool, tissues, hand sanitising spray, emery board, orange wood sticks, marbling tool, dotting tool, selection of nail art designs, top coat or sealant, nail polishes, nail scissors, nail polish remover, nail polish solvent, water-based and acrylic nail paints, glitter, transfers, foil strips, striping tape, jewellery, gems and rhinestones, client <strong>record card</strong> and pen</td>
</tr>
<tr>
<td>Nail enhancements</td>
<td>Nail workstation, seating, lamp, pedal bin, plastic glasses and safety mask for the nail technician, lint free pads, tissues, nail preparation products, cotton wool discs, cotton buds, orange wood sticks, cuticle knife, cuticle nippers, glass bowl, plastic bowls, dappen dish, scissors, tip cutters, coarse grit file, medium grit file, fine grit file, buffing file, four-sided buffer, medium sized towels, disinfectant solution in a jar, hand sanitising spray, nail steriliser, acetone, non-acetone polish remover, cuticle oil, client <strong>record card</strong> and pen</td>
</tr>
</tbody>
</table>

**Get ahead**

Find out the tools, equipment and products needed to set up for three more treatments such as massage, Indian head massage and spray tanning and write some key cards for these. Then ask a therapist if you could practise setting up for these during your work experience.

**Top tip**

It is helpful to have a checklist of all the tools, products and face/nail basics on a record card that you can keep nearby for reference. Cover the list with a plastic cover so that it doesn’t get marked, or have it laminated so that you can wipe it clean.
Prepare the treatment work areas (3)

Environmental conditions

It is important that the environmental conditions in the treatment room are suitable for the client and the treatment. A comfortable treatment area will help to make sure that a salon visit is enjoyable for the client and a satisfying work environment for the therapist.

Lighting

Lighting gives a salon atmosphere, so it can have a powerful effect on how the client feels when she walks into the reception, her level of relaxation once in the treatment room, and whether she feels as though she has had a satisfying treatment at the end.

The lighting in a treatment room will depend on the treatment. For example, for make-up the lighting should be bright and not cast shadows, but for facial treatments the light should be relaxing and soft with a magnifying lamp available for close work and skin analysis.

The lighting should in any case be:
- bright enough to carry out treatments
- soft enough to enable clients to relax.

Therefore, it is recommended that a treatment room has a good overhead light on a dimmer switch, and a magnifying lamp for close work such as skin inspection.

Make sure that:
- you can always see clearly
- you and your client don’t squint because lighting is poor, or become dazzled by lights that are too bright
- you always report flickering or faulty lights to your supervisor.

Heating

Clients tend to relax when they have treatments, and therefore their body temperature can drop, so it is important that the salon is warm but not so hot and stuffy that it is uncomfortable or encourages germs to multiply.
A comfortable temperature for beauty therapy work is between 20 and 24°C, with the level of moisture in the air between 40 and 60 per cent. It is also important that the salon is warm enough for clients to undress for treatments.

There are many different heating methods, but some are either too expensive to run on a regular basis or are not good at heating large areas. Therefore, the best method of heating is **thermostatically controlled heating**. This can easily be turned up or down, and every room is fitted with a radiator. When it is installed by a qualified engineer and checked annually, it is the best and most cost effective way to heat a salon.

**Ventilation**

Circulation of fresh air is needed to make sure that clients and staff don’t become drowsy and lacking in energy as well as making sure that people are not made uncomfortable by fumes from products. Fresh air may be gained from open doors and windows, and by having an air-conditioning system in the salon.

In salons and spas that have steam and sauna areas, it is important that the air does not become too damp and humid, so good **ventilation** is essential.

If there is a lack of fresh air:

- illnesses spread because of germs and bacteria circulating around the salon
- a smelly and stuffy atmosphere is created, which is unpleasant for staff and clients
- there is a build-up of fumes from glues, varnish and cleaning products, which can cause headaches and sickness.

Methods of ventilation include **extractor fans**, windows, air vents, doors and **flues**.

**General comfort**

The general comfort of the client includes making sure that:

- she is seated comfortably
- she is warm
- she is happy with her surroundings
- the noise levels are not too high
- there is relaxing music playing in the background
- there are nice smells
- the **décor** is pleasant and welcoming
- the staff are polite, respectful and professional.

**Memory jogger**

1. What is thermostatically controlled heating?
2. What can happen if there is no circulation of fresh air in the salon?
3. List five items that you would need to set up for a waxing treatment.
4. List five items that you would need to set up for a pedicure treatment.

**Get up and go!**

Design a salon based on what you would like to see when you visit one. Think about the lighting, décor, seating and layout. Use swatches of material and colour to decorate it.
Prepare the treatment work areas [4]

Setting up

These are the treatments that you will be involved with setting up for at Level 1.

- waxing
- eye treatments
- make-up
- facial
- manicure
- pedicure
- nail art
- nail enhancements

You need to be able to set up for:
- waxing
- eye treatments
- make-up
- facial
- manicure
- pedicure
- nail art
- nail enhancements

Treatments you need to be able to set up for

As part of your assessment, you will be required to demonstrate that you are able to set up for all of these treatments.

Preparing a client for treatment

Introductions

When the client is brought through to you, or you go to collect her from reception, make sure that you have an open, confident expression. Smile and make eye contact. Greet the client by her name, then introduce yourself and explain that you will be preparing her for her treatment. Ask the client to follow you through to the treatment room. Before the treatment begins, make polite conversation to build a good relationship and help the client to feel at ease.

Polite conversation is:
- asking if she has visited the salon before
- asking if she has regular treatments
- enquiring about other treatments the client has had in the past
- enquiring whether this treatment is for a special occasion
- asking questions about the client’s holidays or family
- discussing the weather or light news topics.

Polite conversation is not:
- ignoring the client in order to talk to other members of staff
- talking about yourself or another person, and not asking the client about herself
- moaning about your last client or your job
- telling the client your life story and about your problems at home
- discussing serious news topics, religion or politics.
Client care

Remove and hang up the client’s coat, then show her to her seat. Make sure that she is comfortable and provide help where necessary.

Client protection

Protect the client’s clothes with a towel or gown.

- For manicure: be especially careful that she is protected from varnish or other products that might stain her clothes. For protection, roll up the client’s sleeves to the elbow and then tuck tissue around them.
- For make-up: protect the client’s clothing with a make-up cape and protect her hair with a head band.
- For facial treatments: protect the client’s upper clothing with a towel and couch roll.

Just before you start

Ask the client to remove her jewellery and show her the bowl in which you will be placing it. Point out that, if she prefers, the client (not you) could put the jewellery in her handbag.

Cleaning your hands

Explain to the client that you are going to wash your hands as this gives her confidence in your cleanliness. Make sure that you dry your hands thoroughly, because wet hands are not clean hands.

Personal presentation and behaviour

Remember that it is important to demonstrate a professional approach to all aspects of the client’s visit. Your own personal presentation and behaviour are very important at all times. Looking smart and wearing appropriate protective clothing, such as a salon uniform, will give the client confidence in you. As beauty therapists are on their feet a lot and work very closely with clients, making sure that you maintain good standards of personal hygiene will mean that the client’s comfort will not be affected by any body odour. You can find out more about the importance of personal presentation and behaviour on pages 24 and 25.

Appearance: a checklist

Wear smart clothes or uniform – they should be freshly laundered and not smell of smoke or strong perfume.

1. Your uniform or clothes should not be too short or too tight, and must allow for easy movement while carrying out treatments.
2. Your hair should be clean and neat.
3. Wear light, but attractive, day make-up – definitely not heavy make-up.
4. Your nails should be neatly manicured – no chipped nail varnish.
5. Keep your breath fresh – no tobacco smells.
6. If you wear jewellery, it should be simple and kept to a minimum.

Memory jogger

1. Give two examples of polite conversation and two examples of impolite conversation.
2. Circulation of fresh air is needed to make sure that clients and staff don't become:
   A. Drowsy and lacking in energy
   B. Loud and talkative
   C. Relaxed and chilled
   D. Grumpy and irritated
3. Why should you tell your clients that you are going to wash your hands?
Maintain the treatment work areas (1)

It is not enough to prepare a perfect work area. It is also your responsibility to keep it clean, hygienic and looking professional at all times. To do this you must tidy up as you go along, ensure waste disposal is safe and, after the treatment, make sure that the area is left in a state that is suitable for the next treatment (remembering of course that it may be a different therapist and different client that could be using it next).

Safe disposal of waste

As soon as you have used cotton wool, tissues or other disposables you must put them in a foot pedal bin immediately. Any other type of bin is unsuitable as you will have to touch the lid to open the bin and that means your hands will not be clean and you could risk cross-infection.

For treatments such as waxing where there may be skin fluids such as blood, the waste must be disposed of in a clinical waste bin. The waste in this bin is collected by the local council and incinerated.

Top tips

- Tidy up as you go – it will save time later.
- Replace bottle tops straight away.
- Place waste in the bin straight away. This is also good practice with regard to health and safety because:
  - nail varnish gives off very strong fumes
  - used cotton wool and tissues contain germs.
- During manicures and pedicures, use the nail varnish drying time to clear things away such as dirty towels and water in the manicure bowl. Clean tools and place them back in the steriliser.
- During facials, use the time when the mask is on to tidy away small items and get fresh warm water. However, you must do this very quietly so as not to disturb the client.
- If you are allowed to watch as your senior therapist is carrying out other treatments, keep an eye out for:
  - bits on the floor that may need to be put in the bin or swept up
  - tools and equipment that may need washing or disinfection
  - bottle tops that may need replacing.
Maintain the treatment work areas

Checking and cleaning equipment

The life of the equipment used depends on thorough and safe cleaning methods that follow the manufacturer’s instructions. Each piece of equipment when new comes with instructions on how to clean and maintain it so that it lasts a long time. You will not be responsible for the cleaning and maintenance of equipment without supervision. However, it is your responsibility to report any possible problems that you may see with the equipment such as:

- trailing wires
- faulty plugs
- dirty machines and attachments
- broken parts.

All equipment should be checked annually by a qualified electrician. After it has been checked it will have a green safety sticker put on it which tells people that it is safe to use and has been checked. The sticker also has the date that it was tested on and when the next test is due.

Get up and go!

Find out when the equipment in your salon was last tested by a qualified electrician.

Leaving work areas clean and hygienic

When the client has left the treatment area, the following things need to be done:

- all bedding and towels washed
- products tidied away
- worktops and trolleys disinfected
- tools sterilised
- disposables thrown away
- equipment cleaned
- new bedding or couch roll laid out.

The exact way that things are done depends on the salon’s own methods, so you will need to find out what your supervisor expects and what other things they would expect to be carried out so that the room is left in a state that is fit for the next treatment.

When you have finished the treatment, make sure that you leave the workspace perfect. It may help if you take a mental photograph of the area before you set up, which means trying to remember where and how everything was before you started and then put it back exactly how it was.

Top tip

Remember to allow a small amount of time between treatments to tidy and clean the treatment area, so that it is ready for the next client. It is bad practice for a client to enter a room or cubicle that is either unprepared or is a mess of dirty towels and has products from the last treatment spread all over the trolley.
Maintain the treatment work areas

Daily and weekly cleaning

In addition to clearing and preparing the work area after a treatment, the salon furnishings and equipment should be kept clean at all times. The best way to make sure that everything is cleaned regularly is to write a list of all the cleaning jobs that need doing. There will be some jobs that need doing every day and others that are required only once a week. If a salon has an 'end-of-day' and a 'weekly' cleaning list, these jobs can be ticked off and signed each time they are done. The salon supervisor and employees can then easily check to see what cleaning jobs still need doing. The table below is an example of a daily cleaning list for a treatment room.

<table>
<thead>
<tr>
<th>Daily cleaning job</th>
<th>Date and therapist’s signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean wax pot</td>
<td>23/11 SJ</td>
</tr>
<tr>
<td>Sweep floor</td>
<td>24/11 SJ</td>
</tr>
<tr>
<td>Wipe down work surfaces and trolleys</td>
<td>25/11 JD</td>
</tr>
<tr>
<td>Change couch roll on trolleys</td>
<td>26/11 LL</td>
</tr>
<tr>
<td>Sanitise, sterilise and put away tools</td>
<td>27/11 LL</td>
</tr>
<tr>
<td>Clear away all equipment</td>
<td></td>
</tr>
<tr>
<td>Lay out fresh towels</td>
<td></td>
</tr>
<tr>
<td>Clean mirrors</td>
<td></td>
</tr>
</tbody>
</table>

Get up and go!

Think about the salon where you are learning or carrying out your work experience. Create a table with two columns: end-of-day cleaning and weekly cleaning. Write down as many cleaning jobs as you can think of. When you have finished, compare your list with those of other learners in the class.

Storage of records, materials and equipment

Client records

These must be stored in line with the Data Protection Act 1998. This legislation is designed to protect client privacy and confidentiality, so all client records must be stored in a secure way such as in a lockable filing cabinet or, if stored electronically on a computer, this must be password protected.
If you are given the responsibility to put away client records, you must treat them confidentially and not show anyone the information. You must also follow the salon guidelines for storing these.

Tools and equipment
Each salon will have its own methods of safe storage of tools and equipment. However, the most important thing that you can help with is to make sure that all of these are cleaned, disinfected and sterilised before they are put away to avoid cross-contamination.

Sharp tools should always be stored so that they cannot be knocked off a shelf as they could land on someone’s feet. They should also never be stored in uniform pockets.

Electrical equipment must always be turned off and unplugged when not in use and the electrical leads must not be left trailing on the floor. An important thing to remember when storing magnifying lamps is that they should never be left in sunlight, as this could cause a reflection that may result in a fire.

Clients’ record cards must be stored securely

Memory jogger
1. Under what act should client records be stored?
2. List five things that you would need to do at the end of a treatment.
3. What is the most hygienic bin to use in a salon treatment area for general treatments?
4. Why should you follow manufacturer’s instructions?

Get ahead
When an electrical appliance is checked by an electrician and a green sticker placed on it showing that it is safe to be used, what is this process called?
Getting ready for assessment

Evidence requirements
You will be observed by your assessor on at least three occasions and must demonstrate in your everyday work that you have met the standards for preparation and maintenance of the beauty therapy work area.

What you must cover during your practical assessments

Ranges
In your candidate log book you will have a list of ranges that you must cover during your assessment.

In this unit you must have covered the ranges below:
1. Prepared and maintained work areas for six out of the eight treatments below:
   - waxing
   - eye treatments
   - make-up
   - facial
   - manicure
   - pedicure
   - nail art
   - nail enhancements.

2. Prepared all types of environmental conditions listed below:
   - lighting
   - heating
   - ventilation
   - general comfort.

It is good practice to cover as many ranges as possible during each assessment. This will prevent you from having to take too many additional assessments because there are many ranges that you have not managed to cover.

Performance criteria
You must demonstrate during a practical observation by your tutor that you have:
- prepared for the treatments safely and hygienically
- considered the previous client records for further information on the set-up
- made sure that all equipment and tools have been cleaned and sterilised
Getting ready for assessment

- made sure that your appearance, hygiene and protection have been demonstrated
- given the correct client record to the therapist
- disposed of waste in the correct way
- checked and cleaned the equipment following the manufacturer’s instructions
- cleared away and stored everything in the correct way after the treatment
- left the work area in a fit state for the next treatment.

Throughout your observations you will also need to make sure that you pay attention to health, safety and hygiene throughout, as well as presenting yourself well, so read through Unit G20 Make sure your own actions reduce risks to health and safety before any practical assessment just to refresh your memory.

Carrying out a practical treatment using unhygienic tools or without carrying out a risk assessment of your work area to avoid accidents happening will mean that you are not safe to do a treatment and therefore could mean that you do not pass your assessment or, perhaps worse, are stopped from doing your assessment.

What you must know

In order to pass this unit, you will need to gather evidence during the teaching and learning of this unit before your assessor observes your practical performance. You will gather this during class work and further study and will probably file it in a portfolio of evidence. This evidence will also be signed off in your candidate log book which you will be given by your assessor. This will be an official record to show that you have covered what you need to.

Salon life

Mary and Samira started work at La Belle at the same time. They were both at school most of the week and spent one day a week at the salon. It was a very busy salon and there was always so much to do to help the senior therapists. Mary loved the work but felt that she ended up doing most of the clearing up and Samira got the better job of preparing the rooms. Not only that, because Samira did the setting-up the senior therapists praised her all the time because they loved the organised, fresh-smelling rooms that they took their clients into. Unfortunately they didn’t notice Mary: by the time she had cleaned out the rooms, collected the laundry and emptied the bins it was time for Samira to do her bit, lighting candles, preparing cotton wool and tissues and changing the music. It all just seemed a little unfair, but Mary didn’t want to make a fuss.

Mary had asked Samira if they could share the different jobs, but Samira had a way with words and said that Mary had the most important role.

Do you think that this would be a fair share of duties in the salon? If not, why?

How would you deal with this situation if it happened to you?

Top tips

- There is such a lot to remember when setting up for a treatment or service. Have key cards for each treatment and service that list all of the tools, products and materials required. Small record cards or postcards are a suitable size for this.
- If you are unsure about anything it is very important that you ask your supervising therapist – don’t be worried about asking questions.