

WRBCS407A **Develop a treatment plan for beauty therapy treatments**

Unit Descriptor

This unit describes the skills and knowledge required to consult with clients, assess treatment needs and develop a treatment plan for single or multiple treatment sessions for one or more services. This competency may apply to a range of roles in the workplace.

This unit is equivalent to and replaces WRB24A Assess Client's Treatment Needs as packaged in WRB99.

Competency Field

Beauty Therapy

Application of the Competency

This unit is related to all beauty therapy treatment units as it provides the basis for assessing client treatment needs and developing a treatment plan which may involve more than one treatment or service. It requires communication skills to consult with clients and select treatment/s to meet clients needs. Knowledge and skill in the application of relevant legislation, such as skin penetration and privacy legislation, and workplace policies and procedures is also required.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency which relate to this unit are identified in the Evidence Guide of this unit.

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

1 Determine client requirements

1.1 ***Relevant information*** is obtained from ***client*** to determine ***expectations/requirements***.

1.2 ***Client feedback*** is actively encouraged and responded to.

1.3 ***Client needs*** are evaluated to enable advice and recommendations for ***products*** and ***services***.

2 Analyse client characteristics

2.1 ***Client characteristics, skin type*** and ***skin condition*** are identified.

2.2 ***Client relevant medical history*** is identified.

2.3 ***Client lifestyle*** is discussed and evaluated to determine current client requirements and future treatment recommendations.

2.4 Client is advised of any possible ***physical effects*** of the treatment and ***homecare*** required.

2.5 ***Client history card*** and assessment details are recorded.

ELEMENT	PERFORMANCE CRITERIA
3 Identify contra- indications	<p>3.1 <i>Contra-indications</i> to relevant treatment/s are identified, discussed with client and referred to <i>appropriate professional</i> where required.</p> <p>3.2 <i>Options/limitations</i> for future treatments are assessed and discussed according to client characteristics/contra- indications.</p> <p>3.3 Where <i>medically related contra-indications</i> are established, <i>medical approval</i> is obtained by the client prior to treatment as required.</p>
4 Develop treatment plan	<p>4.1 <i>Treatment plan</i> for relevant treatment/s is developed according to client analysis, known effects of treatment/s, <i>relevant legislation</i> and <i>workplace policies and procedures</i>.</p> <p>4.2 Client is informed of estimated treatment time, frequency and cost according to workplace policies and procedures.</p> <p>4.3 Agreement is negotiated and agreed with client on proposed treatment plan.</p> <p>4.4 Homecare and <i>lifestyle change recommendations</i> are communicated to client.</p> <p>4.5 Details of client treatment plan are accurately recorded on <i>workplace record system</i>.</p> <p>4.6 Client permission is obtained and consent form signed where applicable.</p>

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. ***Bold italicised*** text from the performance criteria is detailed here.

Relevant information may include but is not limited to:

- previous treatments
- outcomes of previous treatments
- required treatments
- physical attributes
- time constraints
- budgetary constraints.

Clients may include but are not limited to:

- new or regular clients with routine or special needs.

Expectations/requirements may include but are not limited to:

- relaxation
- improved skin condition
- improved muscle tone.

Client feedback may include but is not limited to:

- enquiries
- suggestions
- comments
- requests.

Client needs may include but are not limited to:

- facial treatments
- body treatments/massage.

Products may include but are not limited to:

- chemical
- remedial
- oils
- gels
- massage lubricants
- anaesthetising.

RANGE STATEMENT

Services must include but are not limited to:

- manual and electrical facial treatments
- manual and electrical body treatments
- massage.

Client characteristics may include but are not limited to:

- skin type
- skin condition
- body type.

Skin type may include but is not limited to:

- normal
- dry
- oily
- combination.

Skin condition may include but is not limited to:

- sensitive
- pigmented
- damaged
- mature
- dehydrated
- congested
- couperose.

Client relevant medical history may include but is not limited to:

- existing medical conditions
- previous medical conditions
- medication/s.

Client lifestyle may include but is not limited to:

- tobacco consumption
- alcohol consumption
- sleeping patterns
- exercise routine
- nutrition
- climate
- type of employment
- hobbies.

RANGE STATEMENT

Physical effects may include but are not limited to:

- temporary dizziness
- temporary localised pain.

Homecare may include but is not limited to

- use of remedial products
- infection control precautions.

Client history card may include but is not limited to:

- paper based
- electronic.

Contra-indications may include but are not limited to:

- bacterial, viral or fungal infections
- scabies
- boils/carbuncles
- pigmentation disorders
- hirsutism
- disorders of aging skin
- sun burn
- biological changes including puberty, menopause, premature aging, anorexia, anaemia, pregnancy
- moles, lesions
- skin trauma
- metal implants/pacemakers
- heart conditions
- circulatory disorders
- other visible non-normal skin.

Appropriate professional may include:

- medical practitioner
- complementary therapist.

Options/limitations may include but are not limited to:

- alternative treatment recommendations
- lifestyle recommendations
- contra-indications
- medical conditions.

RANGE STATEMENT

Medically related contra-indications may include but are not limited to:

- heart conditions
- circulatory disorders
- metal implants.

Medical approval may include but is not limited to:

- written approval from a health professional.

Treatment plan may include but is not limited to:

- treatment/s
- frequency/duration
- products
- techniques
- tools/equipment
- contra-indications
- relevant medical history/medications
- outcomes of previous treatments.

Relevant legislation may include but is not limited to:

- Federal, State and local government health and hygiene regulations
- Occupational Health and Safety
- skin penetration
- privacy
- industry Codes of Practice
- standards of practice.

Workplace policies and procedures may include but are not limited to:

- privacy
- confidentiality of client records
- health and hygiene
- workplace product range and manufacturer's instructions
- workplace time frame allocated for the performance of the relevant service
- pricing of relevant services.

RANGE STATEMENT

Lifestyle change recommendations may include but are not limited to:

- the benefits of improved:
 - nutrition
 - sleeping patterns
 - sun protection
 - alcohol reduction
 - tobacco reduction
 - exercise.

Workplace record system may include but is not limited to:

- manual system
- electronic system.

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment requirements

A person who demonstrates competency in this standard must be able to communicate with a range of clients to determine their needs and characteristics and develop a treatment plan for a single or series of treatments covering one or more beauty therapy services. Knowledge of conditions, including relevant medical conditions, which may be contra-indications to the application of products or services, must be demonstrated. The evidence provided must also demonstrate knowledge and skill in the application of relevant legislation and workplace policies and procedures, particularly in regard to safety and privacy of client information.

Specific evidence requirements

Critical aspects of evidence required to demonstrate competency in this unit

- Consistently using effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality.
- Knowledge and consistent application of workplace policies and procedures and relevant legislation in regard to consultation with clients and assessment of client treatment needs.
- Knowledge and consistent application of Federal, State and local health and hygiene requirements/regulations and skin penetration legislation, and of workplace policies and procedures in regard to hygiene.
- Knowledge and consistent application of safe work practices and the safe use of products according to Occupational Health and Safety regulations/requirements.
- Recognising and managing contra-indications, including medical conditions which require approval from a medical practitioner.
- Reading and accurately interpreting manufacturer instructions for products, tools and equipment.

EVIDENCE GUIDE

- Analysing the client's face/body, identifying the client's requirements/needs, and developing and recording a treatment plan including:
 - areas of the face/body requiring special treatment
 - range of appropriate treatment products, application techniques and equipment
 - range of appropriate treatment procedures
 - review of previous treatments.
- Knowledge and skill in the selection of a variety of massage movements and techniques.
- Knowledge and skill in the selection of a variety of treatment routines and procedures.
- Consistently using time effectively.
- Accurately and legibly recording relevant data.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the beauty therapist and/or an experienced person at the workplace.

Competency should be demonstrated in a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to page 32 of the Assessment Guidelines in this Training Package.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units which relate to a job function can be integrated for assessment purposes.

EVIDENCE GUIDE

Method of assessment

The following assessment methods are suggested:

- observation of the learner performing a range of tasks in a simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - consulting with clients to determine their needs and characteristics
 - identifying and managing contra-indications
 - developing and recording a treatment plan.
- written and/or oral questioning to assess knowledge and understanding of developing a treatment plan for beauty therapy treatments procedures, including maintaining privacy of client information. Questions will be asked in a manner appropriate to the language and literacy level of the learner.
- completing workplace documentation relevant to developing a treatment plan for beauty therapy treatments.
- third party reports from experienced beauty professionals in the workplace.
- completion of self-paced learning materials, including personal reflection and feedback from trainer/coach/supervisor.

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

EVIDENCE GUIDE

Required skills and knowledge to achieve the performance criteria

Skills

- Responding to contra-indications and adverse effects of previous treatments.
- Selecting treatments appropriate to the needs and condition of clients.
- Language, literacy and numeracy skills relevant to the role and workplace requirements.
- Communication techniques, including:
 - using open and/or closed questions
 - speaking clearly and concisely
 - using appropriate language
 - dealing with clients in a culturally appropriate manner
 - non-verbal communication
 - written communication.

Knowledge

- The provisions of relevant health and hygiene regulations/requirements and skin penetration legislation.
- The provisions of relevant Occupational Health and Safety regulations/requirements.
- Relevant legislation and workplace policies and procedures in regard to consultation with clients and assessment of client treatment requirements.
- The appearance of contra-indications and adverse effects of previous treatments.
- The effects and benefits of a defined range of workplace skin care and treatment products.
- Factors likely to affect the suitability of each workplace treatment to clients' needs and the effects and benefits of treatments.

EVIDENCE GUIDE

- Anatomy and physiology of the skin and skin structures as it relates to beauty treatments, including:
 - a simplified cross-section of skin
 - glands as they relate to basic skin function
 - skin chemicals, including sebum and sweat production, normal and abnormal, collagen, elastin, lipids
 - phases of growth, cell renewal, healing of skin and factors affecting epidermal mitosis
 - normal process of skin aging and structural change
 - physiological basis of skin colour
 - electromagnetic spectrum and effect of light on the skin
 - normal skin response to irritation and trauma
 - scars, including hypertrophic and keloid, their origin, evolution, and abnormal scar tissue
 - the effects of workplace treatments on the physical structure of the skin
 - trans-epidermal water loss
 - wound healing in different skin types and locations
 - percutaneous absorption and factors affecting penetration of cosmetics
 - normal body flora.
- The body systems as listed below, in regard to their interdependence and purpose in relation to a healthy body and their relationship to the skin, muscles and nerves.
 - skeletal and muscular, including muscle contractibility and motor points
 - nervous system and its relationship to skin sensations
 - lymphatic, digestive, respiratory, and circulatory systems and their relationship to skin function, including thermoregulation and homeostasis
 - endocrine and reproductive systems in relationship to hormonal control of the skin
 - olfactory sense in regard to relevant beauty treatments.

EVIDENCE GUIDE

- Basic nutrition guidelines and the relationship between nutrition and healthy skin, particularly foods which may have an effect on the skin or which may be contra indicated in combination with relevant skin conditions or products used in a treatment procedure.
- Cosmetic chemistry/ingredients in relevant treatment products particularly in regard to their likely effects on the skin, the toxic effects of various substances and possible contra-indications in combination with other products or circumstances.
- Knowledge of the principles and properties of electricity as they relate to beauty therapy treatments.
- The operator's legal and insurance liabilities and responsibilities in regard to services and to the use and preparation of treatment products.
- The appearance of skin reactions/allergies in regard to treatments.

Specific resources required for assessment

- Relevant documentation, such as:
 - workplace policy and procedures manuals
- Access to a range of customers with different requirements
- A range of equipment and products appropriate to the beauty workplace
- Product labels and sources of product information
- A qualified workplace assessor or assessment team.

Key competencies

The seven key competencies represent generic skills considered for effective work participation. The numbering against each of the key competencies indicates the performance level required in this unit.

Level 1 represents the competence to undertake tasks effectively.

Level 2 represents the competence to manage tasks.

Level 3 represents the competence to use concepts for evaluating and reshaping tasks.

EVIDENCE GUIDE

Key Competency	Example of Application	Performance Level
How can communication of ideas and information be applied?	Clearly communicating client's homecare and lifestyle change recommendations will require communication of ideas and information.	3
How can information be collected, analysed and organised ?	Conducting client analysis will require information to be collected, analysed and organised.	3
How are activities planned and organised ?	Developing treatment plan according to client analysis and feedback and known effects of treatments will require activities to be planned and organised.	3
How can team work be applied?	Identifying contra-indications and referring to an appropriate professional will require team work.	2
How can the use of mathematical ideas and techniques be applied?	Estimating treatment time, frequency and cost of treatment will require mathematical ideas and techniques.	1
How can problem solving skills be applied?	Negotiating with the client on proposed treatment plan will require problem solving skills.	3
How can the use of technology be applied?	Recording treatment plan may require the use of technology.	1