

Unit summary sheet

Unit GB9: Provide face massage services

Unit reference: A/600/1077

Credit: 4

Unit aim

This is a job ready unit which is competency based. This unit is about providing face massage as a part of barbering services. The use of a variety of massage techniques to suit the needs of the client is required to achieve this unit.

Assessment requirements

The assessment of this unit needs to meet the requirements within the Habia Hairdressing and Barbering Assessment Strategies.

1. Simulation is not allowed for any performance evidence within this unit.
2. The learner must practically demonstrate in their everyday work that they have met the standard for providing face massage services.
3. The Assessor will observe the learners performance on at least two occasions.
4. The learner must show that they have:
 - used all the types of products:
 - a) cleansers
 - b) toners
 - c) moisturisers
 - d) exfoliators
 - considered all the factors:
 - a) previous shaving service
 - b) skin types
 - c) adverse skin conditions
 - d) unusual features on the face
 - e) facial piercing
 - used both types of massage media:
 - a) pre-blended oils
 - b) creams
 - used all the massage techniques:
 - a) effleurage
 - b) petrissage
 - c) tapotement.
5. It is likely most evidence of the learners performance will be gathered from the observations made by the assessor, but the learner may be required to produce other evidence to support their performance if the assessor has not been present.
6. This unit requires mandatory written questions in accordance with the Habia Assessment Strategies for Hairdressing and Barbering.

Additional information

The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: GB9 Provide face massage services	
Learning outcome 1: Be able to maintain effective and safe methods of working when providing face massage services	
Assessment criteria:	
1.1 make sure the client's clothing is effectively protected throughout the service	
1.2 position the client to meet the needs of the service without causing them discomfort	
1.3 make sure their own posture and position whilst working minimises fatigue and the risk of injury	
1.4 keep the work area clean and tidy throughout the service	
1.5 remove waste immediately at the end of the massage service	
1.6 use working methods that <ul style="list-style-type: none"> - minimise the wastage of products - minimise the risk of cross-infection - make effective use of the working time - ensure the use of clean resources - minimise the risk of harm or injury to themselves and others 	
1.7 make sure their personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to clients and colleagues	
1.8 use the products identified as a result of consultation with the client	
1.9 wear gloves throughout the massage service, when necessary	
1.10 complete the massage service within a commercially viable time	
1.11 complete client records so that they are accurate, easy to read and up-to-date.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: GB9 Provide face massage services	
Learning outcome 2: Be able to prepare the skin for massage services	
Assessment criteria:	
2.1 identify factors that may influence the service prior to massage	
2.2 explain and agree the procedure, potential benefits and possible contra-indications of the treatment to the client	
2.3 choose products based on the results of consultation with the client and other relevant factors	
2.4 cleanse the skin to meet the needs of the face massage service	
2.5 use a suitable skin exfoliation technique when required	
2.6 apply and adapt the use of hot towels to suit the needs of the service and the comfort of the client.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: GB9 Provide face massage services	
Learning outcome 3: Be able to carry out face massage services	
Assessment criteria:	
3.1 achieve adequate lubrication of the skin by using a suitable massage medium	
3.2 vary massage techniques and pressure taking into account factors influencing the service and to meet the client's needs	
3.3 use massage techniques in a way that avoids discomfort to the client	
3.4 recognise any reactions during the treatment and taking the appropriate and prompt action	
3.5 make sure the skin is left clean, toned and suitably moisturised	
3.6 check the finished result is to the client's satisfaction	
3.7 give the client aftercare advice on the use of suitable facial products.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: GB9 Provide face massage services	
Learning outcome 4: Be able to provide aftercare advice	
Assessment criteria:	
4.1 give advice and recommendations accurately and constructively	
4.2 give the client suitable advice on the use of suitable facial products.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 5: Know salon and legal requirements</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
5.1 explain their salon's requirements for client preparation			
5.2 explain your salon's expected service times for face massage			
5.3 explain how to complete client records			
5.4 explain the salon's and legal requirements for disposal of waste materials			
5.5 explain their responsibilities under current Data Protection legislation			
5.6 explain their own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of massage products.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
Unit title: GB9 Provide face massage services	
Learning outcome 6: Know how to work safely, effectively and hygienically when massaging the face	
You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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Knowledge and understanding for this unit	Evidence index number	Date	Evidence type
Assessment criteria			
6.1 explain contact dermatitis and how to avoid developing it whilst carrying out face massage services			
6.2 explain the range of protective clothing that should be available for clients			
6.3 explain the type of personal protective equipment that should be available and used by themselves			
6.4 explain why and when it is important to use personal protective equipment for face massage			
6.5 explain how the position of the client and themselves can affect the desired outcome and reduce fatigue and the risk of injury			
6.6 explain the safety considerations which must be taken into account when massaging the face			
6.7 explain why it is important to avoid cross-infection and infestation			
6.8 explain why it is important to keep the work area clean and tidy			
6.9 explain methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			
6.10 explain the importance of personal hygiene			

6.11 describe methods of cleaning, disinfecting and sterilisation used in salons.			
Feedback/comments:			
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.			
Learner's signature:		Date:	
Assessor's signature:		Date:	
Internal verifier's signature:		Date:	

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 7: Know face massage products</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit	Evidence index number	Date	Evidence type
Assessment criteria			
7.1 explain the types of products and massage media suitable for use with different skin types and massage techniques			
7.2 describe what factors can affect the choice and use of products and massage media.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 8: Know face massage preparation</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit	Evidence index number	Date	Evidence type
Assessment criteria			
8.1 explain what factors can affect the delivery of face massage			
8.2 describe how to cleanse the skin			
8.3 explain the reasons for and effects of using hot and cool towels on the skin			
8.4 explain the types of skin exfoliation techniques and how and when to use them.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 9: Know massage techniques and procedures</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
9.1 explain why it is necessary to lubricate the skin			
9.2 explain how to achieve adequate lubrication of the skin			
9.3 describe how to carry out different facial massage techniques			
9.4 explain how and why massage techniques should vary on the different areas of the face			
9.5 explain how to position and reposition the client for facial massage to avoid discomfort			
9.6 identify the types of reactions that can occur during the massage service and how to remedy them			
9.7 explain the purpose of toners and their action on the skin			
9.8 describe how to cleanse, tone and moisturise the skin after massage.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
Unit title: GB9 Provide face massage services	
Learning outcome 10: Know anatomy and physiology	
You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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Knowledge and understanding for this unit	Evidence index number	Date	Evidence type
Assessment criteria			
10.1 describe the structure and function of the skin (ie epidermis, dermis, subcutaneous layer, nerve endings)			
10.2 identify the position and actions of the facial muscles (ie frontalis, corrugator, temporalis, orbicularis oculi, procerus, nasalis, quadratus labii superioris, orbicularis oris, buccinator, risorius, mentalis, zygomaticus, masseter)			
10.3 identify the names and positions of the facial bones (ie zygomatic, mandible, maxillae, nasal, vomer, turbinate, lachrymal, palatine)			
10.4 explain how to recognise skin types and conditions that may affect the massage service (ie sensitive, comedone, milia, dehydrated, broken capillaries, mature, pustules, papules, open pores, hyper pigmentation, hypo pigmentation, dermatosis papulosa nigra, pseudo folliculitis, keloids, ingrowing hair)			
10.5 describe how the natural ageing process affects facial skin and muscle tone			
10.6 explain how environmental and lifestyle factors affect the condition of the skin			

10.7	describe the function of blood and lymph and their roles in improving skin and muscle tone			
10.8	explain how massage affects blood flow and pulse rate			
10.9	explain the principles of lymph circulation and how massage affects the circulation of lymph.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 11: Know aftercare advice for clients</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
11.1 explain the types of products for home use that will benefit the client and those to avoid and why			
11.2 explain the importance of regular cleansing, toning and moisturising.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

Knowledge evidence record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: GB9 Provide face massage services</p> <p>Learning outcome 12: Know effective methods of communication</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit	Evidence index number	Date	Evidence type
Assessment criteria			
12.1 explain how to use effective communication and consultation techniques			
12.2 state why it is important to explain the service to the client			
12.3 explain how to give effective advice and recommendations to clients.			
Feedback/comments:			
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.			
Learner's signature:		Date:	
Assessor's signature:		Date:	
Internal verifier's signature:		Date:	

Assessment requirements record

NVQ title and level: Level 3 NVQ Diploma in Barbering (QCF)		
Learner:		
Assessor:		
Unit title: GB9 Provide face massage services		
Performance(s) observed by the assessor	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
Observation 1 Provide face massage services		
Observation 2 Provide face massage services		
Assessment requirements:		
<ul style="list-style-type: none"> • Participated in all the types of learning opportunities listed: <ul style="list-style-type: none"> a) used all the types of products: <ul style="list-style-type: none"> i. cleansers ii. toners iii. moisturisers iv. exfoliators. b) considered all the factors: <ul style="list-style-type: none"> i. previous shaving service ii. skin types iii. adverse skin conditions iv. unusual features on the face v. facial piercing c) used both types of massage media: <ul style="list-style-type: none"> i. pre-blended oils ii. creams d) used all the massage techniques: <ul style="list-style-type: none"> i. effleurage ii. petrissage iii. tapotement. 		
Feedback/comments:		
Learners's signature:	Date:	
Assessor's signature:	Date:	

Externally set mandatory question paper(s)

	<i>First sitting</i>	<i>Second sitting (if required)</i>	<i>Third sitting (if required)</i>
Paper 1 mark (% achieved)			
Paper 2 (% achieved, if required)			
Date examination was held			
<p>I can confirm that the learner achieved 100% on the mandatory areas of questioning for the unit being undertaken.</p> <p>This consists of at least 70% achieved in one sitting of the paper, with any questions incorrectly answered, reassessed by a variety of means (eg oral questioning, a repeat of the written questions, assignments).</p>			
Assessor's signature:		Date:	