

Waxing for Barbers

Information manual

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Legislation

Legislation impacting on the industry is governed nationally and by the local licensing authorities. The following few pages will give you guidelines to enable to compliance with both authorities when working within the barbering industry.

Definition of terms:

Legislation - Laws affecting the workplace in relation to treatments, services, systems, procedures, for employees and employers.

Code of practice - The expected standards and behaviour for the barber to follow to ensure best working practice (refer to the waxing codes of practice).

Workplace policies - Rules and procedures everyone must follow in their place of work.

Health and Safety at Work Act 1974 - This is the main Act of Parliament relating to the responsibilities and expectations of both employers and employees whilst at work. The Health and Safety Act requires all employers to provide systems of work that are, so far as is reasonably practicable, safe and without risk to health; employers are, therefore, expected to promote a safe, hygienic working environment and train their employees to preserve this level of professionalism. Employees are expected, under this law, to take reasonable care of themselves and others affected by their working practises; it is a legal requirement that employees attend suitable health and safety training provided by their employer. Self-employed persons and employees working away from the employer's premises are covered by the provisions of this law.

Health, safety and hygiene do not focus on the workplace alone. The barber plays a fundamental role in this too. The image and conduct of the barber, in conjunction with a hygienic and safe working environment are extremely important factors in the success of any salon. The following aspects of health, safety and hygiene relevant to the barbering salon will be covered in this document:

- Professional image (the barber).
- The presentation and maintenance of the working area.
- Legislation regarding fire and electrical safety.
- Government guidelines regarding use and storage of potentially hazardous substances.
- Cross-infection and precautionary hygienic practice.
- Client-barber relationship and confidentiality.
- Client consultation and records.
- Preparation of the client for treatment.

All persons covered by this law are expected to take reasonable care to avoid injury to themselves or others around them.

Employee responsibilities:

- Take reasonable care to avoid harming themselves and others through the work they do.
- Co-operate with the employer in all areas of Health and Safety.
- Follow salon regulations.
- Follow safe working practices and attend training sessions when required.

Employer responsibilities:

- To provide a safe environment in the workplace for staff members.

The Personal Protective Equipment at Work Regulation 1992 - According to this legislation, the employer should provide appropriate protective clothing and equipment for all employees. Further to this, the employer is required to ensure the quality and maintenance of this equipment and that all employees have adequate training in its correct use and application.

Employee responsibilities:

- Co-operate with their employer and wear the protective clothing provided.
- Make the employer aware of any shortage so that supplies can be maintained.

Employer responsibilities:

- To carry out a risk assessment to ascertain which special protective clothing or equipment should be worn by staff.
- This clothing and equipment should then be made available. Training should be provided.
- The barber may be required to use the following: Protective eyeglasses, apron, vinyl/latex gloves and a protective mask.

Workplace (Health, Safety & Welfare) Regulations 1992 - These regulations concern the development and maintenance of an appropriate and safe working environment. The law requires employers to conform to regulations governing lighting, ventilation, cleanliness and toilet facilities.

Employee responsibilities:

- To take reasonable care of both themselves and those for whom they are responsible.
- To comply with statutory duties and requirements.
- To inform your employer about any health and safety concerns you have.

Employer responsibilities:

- Maintain the workplace ensuring all equipment, devices and systems are in good repair and in efficient working order. Repair and maintenance must be carried out promptly.
- Ventilation should be effective.
- Temperature in workplace should be at least 16 degrees.
- Lighting should be sufficient to enable work to be safely carried out. Floors, ceilings, walls and fixtures must be kept clean.
- Hand rails should be provided on staircases. Toilets should be well ventilated, well-lit, clean and in sufficient numbers. Adequate supply of hot and cold water should be provided. Provision should be made for rest and eating facilities.

Control of Substances Hazardous to Health Regulations 1988 (COSHH) - The employer is obligated to control their employees' exposure to hazardous substances that they may encounter in the workplace; the employer is expected to assess the potential risks to all persons working or visiting the salon. This inspection of premises or risk assessment involves the itemisation of all substances or products in the salon, which may harm others. Substances are classified as potentially hazardous to health if they cause irritation, release fumes, are known to cause allergic reactions or burn the skin. Once this list has been compiled, instructions for the handling and disposal of these substances are made available to employees. Some hazardous substances are identified as such by the manufacturers and will have one of six symbols on the label indicating the nature of the risk posed by the specific substance.

Employers should ensure that all employees can recognise the symbols shown below. Other substances might not be considered hazardous by the manufacturer but still pose a health risk to a person if continually exposed to the product. Employers should carefully assess all of the products used in the salon and consider the potential threat to their employees advising them to follow safety procedures or wear appropriate protective clothing when working with a product deemed potentially hazardous to health.

Employee responsibilities:

- Follow the guidelines set by the employer to maintain a healthy working environment.

Employer responsibilities:

- Assess the risks from hazardous substances and control exposure to them to prevent ill health.
- Training must be given to staff regarding the handling of hazardous products.

Provision and Use of Work Equipment Regulations 1998 – These regulations apply to employers and the self-employed who provide equipment at work. The regulations require that equipment (both old and new) provided for use at work, is suitable for its intended use, is safe, well maintained and inspected to retain its condition.

Employee responsibilities:

- Follow guidelines laid down by the employer when operating equipment.

Employer responsibilities:

- Suitable equipment must be selected and maintained.
- A risk assessment should be carried out and training given in the safe use of the equipment.

Electricity at Work Regulations 1989 - Barbering involves the use and understanding of various pieces of electronic or electrical equipment. The Electricity at Work Regulations of 1992 was introduced to ensure that employees and employers were aware of the dangers of electrical appliances and requires appropriate precautionary measures. All electrical equipment within your salon must be checked at least once a year by a qualified electrician who will either put a label on each appliance indicating that it has been safety tested or present you with an itemised safety check of your salon. It is important to keep this documentation to ensure that your equipment meets government standards. Aside from safety certification, the employer ought to consider the following guidelines in order to ensure a safe working environment:

Electrical equipment must be operated at a safe distance from sinks or other obvious sources of spillage; do not place any open bottles or containers near or on top of electrical equipment as these substances may cause equipment to malfunction and pose a safety hazard. Wiring must be intact on plugs, connections and flexes. Any appliance must be disconnected from the mains when not in use or at the end of the working day. Faulty equipment must be clearly labelled as such and stored out of the way with the flex wound smoothly around it – if employees find that equipment is faulty the manager should be informed immediately who ought to contact a qualified electrician or the supplier/manufacturer of the machine.

Employee responsibilities:

- Never use faulty equipment.
- If equipment is found to be faulty take it out of service and clearly label it.
- Inform the supervisor or owner.

Employer responsibilities:

- All equipment should be safe to use and checked annually by a qualified electrician.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985

(RIDDOR) - Local government regulations state that any accident or incident in the work place that led to an injury must be recorded in an accident book and kept on file. In the event of a serious accident that leads to the emergency services being called or an outbreak of disease within the salon, a report form must be completed and sent to the Local Authority.

Employee responsibilities:

- Take care to prevent accidents occurring in the workplace.
- Report to supervisor to record incident in the accident book

Employer responsibilities:

- Report to the HSE Incident Contact Centre any incidents where employees or trainees suffer personal injury at work.
- The incident must be recorded in an accident book.

The Data Protection Act 1998 - An act to make provision for the regulation of the processing of information relating to individuals, including the obtaining, holding, use or disclosure of such information. Therefore the type of data obtained and securing data is of paramount importance.

Complying with the local licensing authorities

To ensure you are complying with the local licensing authorities for you and the premises where you are performing treatments or promotional activities, you must check you have:

- Insurance and registration with local authority.
- Completed health and safety checks, risk assessments plus displays of health & safety notices are done.
- Permission from owner of the premises if owned by a third party.

Insurance Requirements

The Employers Liability Insurance Act 1969 - All employers should have this insurance cover for all of their employees and the certificate of insurance must be displayed at the place of work. The insurance provides cover for claims that might arise if an employee suffers injury or illness as a result of negligence on the part of the employer or another employee.

Public Liability Insurance - This is to cover accidents of any kind other than those arising out of treatments. Although there is no legal requirement for you to have this insurance, the frequency with which businesses are sued for damages by clients makes this insurance well worth getting.

Professional Indemnity Insurance - This protects against accidents or injury to the client during treatment, also highly advised.

Consent and discrimination:

- An individual is classed as a minor at the age of either 16 or 18 depending on the local bylaws.
- It important that minors should not be treated without informed and signed parental or guardian consent for legal reasons.
- A parent or guardian must be present when treating minors for legal reasons and to ensure that consent has been given.
- A barber must not discriminate against people with illnesses and disabilities to ensure compliance with the disability discrimination act.
- The legal significance of gaining signed client consent for treatments is to show due diligence/duty of care and to confirm the agreed treatment plan.

Commercial Timing

It is important to complete treatment in a commercially viable time as this avoids clients being kept and creates a professional image. Poor time keeping may result in the treatment area and the necessary equipment not being available. By completing the treatment in a commercially acceptable time, increased profitability will be enjoyed by the salon. The following points should be considered when deciding the pricing structure of treatments the salon:

- Overheads, for example - rent, electricity etc
- The economy –general high street spend
- Number of staff
- Products used & stock
- Competition on local salons

The Working Area

Irrespective of whether you work from home, in a salon or as a mobile barber, you should always aim to provide a clean, tidy and hygienic environment for your client. Care and attention to the condition of the working area is necessary to provide a safe and hygienic treatment as well as impressing your professionalism upon your client. Your reception area plays a significant role in the impression your client will form of you and your business; it is vital, therefore, that care is taken over its preparation and maintenance. The waiting area should be clean and tidy; comfortable seating arrangements and reading material will place your waiting clients at ease. If a client arrives before your previous treatment has been completed, it is polite to welcome them and inform them of the possible duration of their wait; this initial contact is important in making the client feel valued.

The treatment area should always be prepared and thoroughly cleaned prior to the arrival of a client. By decorating the treatment area with subtle colours, you can create a soothing, relaxing environment for the client; light colours both on the walls and floors and light-coloured towels will also allow you to demonstrate the hygienic procedures in place in your salon. Walls and floors should be washable and the floor should be cleaned on a daily basis; wet floors should have a clear sign to stop clients from walking on them until they are safe and dry. Windows ought to be cleaned thoroughly approximately once a week. Carpets should to be vacuumed every day (more frequently if required) and, for health and safety requirements, all frayed edges or loose pieces of carpet ought to be secured to avoid accidents. Wires from electrical equipment ought to be secured either to the skirting board or taped down to the carpet with a coloured or easily recognisable tape to avoid tripping.

To prevent your treatment area from appearing too austere, you may choose to add some foliage; faux plants (whose leaves can be cleaned and disinfected) allow you to create a relaxed, comfortable area without the potential hygiene problems posed by real pot plants. The temperature and ventilation of your treatment area ought to be considered and carefully maintained. The law states

that the minimum temperature in the work place should be 16°C (60°F), however, in a treatment area you may find a higher temperature more comfortable and suited to the client's needs.

It is very important that your treatment area has either a good artificial ventilation system or a supply of fresh air; without ventilation, the air in the treatment area can become stale and oppressive, cross-infection may occur and furthermore, some chemicals or products used during the treatment can create an unpleasant smell or even make you or your client feel light-headed or unwell. Prolonged exposure to some chemicals in confined spaces can be damaging to your body and that of your client who, needless to say, may not return to your salon. Poor lighting in the treatment area may also cause headaches and dizziness; for a more pleasant working environment, ensure that the treatment area is well-lit by regularly serviced fluorescent tubes or, ideally, natural day light.

The salon requires a supply of hot and cold water and you should make clean and regularly inspected toilet facilities available to your client. All surfaces and trolleys should be wiped down and disinfected every day; spillages must be dealt with immediately to avoid spread of germs and bacteria. Detergent will remove oil and cream marks whereas products like depilatory wax are most effectively and hygienically removed with surgical spirit. Electrical equipment must be wiped over before and after use. Contact dermatitis is an allergic reaction to a product or spray such as cleaning agents, but it could also be barbering products or equipment such as latex gloves or dyes etc. Avoid the product or use PPE e.g. vinyl gloves.

Creating the correct environment in which to safely and hygienically perform a treatment

-Temperature of the area should be comfortable for your clients.

-Ventilation- Well ventilated, so the client or barber is not over powered by the fumes of some products or dust that some treatments produce it could make the client or barber feel unwell.

-Privacy- It is essential that personal conversations should be held privately as the client will be giving you information that should not be disclosed or overheard. Client may feel uncomfortable or may opt to withhold information; contravening the Data Protection Act.

-Volume and type of music- Ensure you opt for a music type which would be suitable for the clients you wish to attract.

-Smell should be pleasant and fresh so both barber and client feel comfortable. If smells are not good the client may opt not to return to the salon and go elsewhere.

Waste Disposal

It is important to minimise waste in a salon by only using the required amount of product, re-use equipment where appropriate, only decant amount of product needed or split tissue, couch roll, cotton wool etc. When disposing of waste you should consider these points:

General Salon waste

- Cotton wool, tissues etc must be placed in a bin with a lid and foot pedal for easy opening.
- The bin should be lined with a strong plastic liner and emptied at the end of each day.
- The waste should be placed into a large receptacle outside the salon awaiting collection.

Contaminated waste/ chemical waste

(Wax strips /oils etc)

- Waste containing blood or serum should be placed in a yellow bin liner for incineration.
- Chemical waste should be disposed of according to salon policy.
- Broken glass should be wrapped in newspaper before placing in the bin.

Hazards and Risks

Hazard – Something with the potential to cause harm.

Risk – The likelihood of a hazard's potential being realised.

Examples:-

Hazard Risk

- Faulty electrical equipment could give an electric shock
- Trailing wires could trip and injure
- Oil/water or other liquid on floor could slip and injure
- Fire exit blocked May not be able to exit the building in the event of an emergency

Health and safety signs – these are use in the salon to avoid potential harm:

- Fire exits
- Danger sign
- COSHH symbols
- Fire equipment signs
- Fire evacuation
- PAT testing labels
- Health and safety poster

Health and safety checks in the workplace

- Should be recorded in a health and safety record book
- On a risk assessment
- It is important to evaluate the information in the records so you can:
- Control and improve the risks to health and safety in the workplace
- Avoid accidents for staff and clients
- Maintain work area in a safe manner
- It is also important to maintain salon hygiene to avoid any cross infection

Posture of the barber

It is important to correctly position the client and for the barber to maintain the correct posture throughout the treatment to prevent repetitive strain injury (RSI) or an accident occurring in the workplace. When standing, a barber should stand with feet shoulder width apart, back straight and bend at the knees. When working with a client in a treatment such as facial waxing, the couch should be slightly inclined with the products and trolley close so that the barber does not overstretch. When sitting, a barber should sit on a chair with a backrest, keeping the back as straight as possible to avoid repetitive strain injuries, posture problems and muscular aches and pains. The trolley should be positioned so that the barber does not have to stretch too much to reach products and equipment.

Exercises for the barber to avoid RSI:

- Circling the hands around and around at the wrist
- Make a fist, clenching and stretching out the fingers in a quick motion
- Roll the thumbs around and around first one way then the other
- Flap the wrist up and down, then side to side and then in a circle until they feel relaxed
- Shake the whole arm and rotate the shoulder

Accidents

All accidents that take place within the salon must be recorded in an accident book and the following information ought to be logged:

- Date and time of accident
- Location of the accident
- Details of those persons involved and contact information
- A brief description of the accident
- Itemised list of what first aid was given

Someone in the salon ought to be first aid trained and every salon must have a fully-stocked first aid kit. The accident book is useful here in that staff can keep a record of what has been used in order to re-stock the first aid kit as promptly as possible. A first aid kit can be purchased from any large chemists and are often available from the salon wholesalers.

Your first aid kit should contain the following items:

- Individually wrapped plasters of various sizes
- Bandages or a roll of gauze
- Sterile eye pads
- Eye wash
- Assorted sterile dressings
- Safety pins

First aid kits do not contain painkillers or penicillin as first-aiders are not qualified to administer this kind of medication and the salon is not covered by its insurance if such medication is given to a client and an allergic reaction ensues.

First Aid for Minor Accidents

There are several minor complaints which do not necessarily require the expertise of the first aid trained member of staff or the emergency services; you may like to familiarise yourself with the following courses of action in the event of a minor incident in the salon.

-Minor cuts – fetch a sterile dressing and apply pressure to the wound; an individually wrapped plaster from the first aid kit can be applied. Do not run the wound under water as this will dilute the blood and make the wound appear worse to the client than it really is; limit the chances of the client panicking by putting pressure on the wound as soon as possible. For health risks, you should not treat minor cuts if you have a cut or abrasion on your own hand.

-Minor burns – hold the affected area under a cold water tap until the area feels numbed. If the burn is serious and the emergency services are called, you may need to cover the burn with cling film to prevent infection; it might be worth keeping a roll for this purpose. Do not dab the burn with a towel or tissue as the fibres will stick to the burned skin.

-Dizziness – if your client becomes dizzy, it is important to loosen any items of clothing or jewellery that may be tight around the neck. Your client will also benefit from fresh air; sit them in a chair near a window or outside. Dizziness can be alleviated by encouraging the client to place their head between their knees – this will ensure a fresh supply of blood to the head.

-Fainting – in the event that your client loses consciousness, you will need to loosen clothing around the neck, ensure a good supply of fresh air, lie the client down and raise their legs off the ground.

-Eye problems – if products, cosmetics or fibres get into the client’s eyes soak a cotton wool pad or piece of disposable towel in fresh water and hold over the affected eye. With eye problems, it is important not to leave the client alone and you must tell them exactly what you plan to do – this will calm them down and prevent them from rubbing their eyes and possibly making the situation worse. Collect an eye bath and eye wash (such as Optrex) and allow the client to soak the eye until the problem clears.

-Epilepsy – your client should inform you if they are epileptic, they might have specific instructions as to how they want you to behave in the event of attack. The regular procedure is to move items of furniture in case they fall and injure themselves during an attack and it is important not to try and restrain the sufferer. Ensure that the airways are clear, especially if they fall to the floor.

-Electric shock – disconnect the appliance from the mains; you should not touch the person until the electrical current has been stopped. As with an epileptic attack, it is important to ensure that the client is able to breathe. A first aid trained member of staff could place the client into the recovery position.

Part 2- The Barber/ Hygiene and Sterilisation

The Barber

Inevitably, image and appearance are very important when working in the barbering industry. Clients will associate your level of professionalism and competence with their first impression of you.

The barber does not have to be young or beautiful to create the right image for the salon, but she does have to be well-groomed. An unkempt barber will not inspire prospective clients with any confidence in their proficiency or capability in the treatment offered.

The following guidelines should be followed:-

-Uniform – clean overall or apron should be worn at all times; many barbers choose to wear white or light coloured attire as this enables the barber to give a visual demonstration of the standards, cleanliness and hygiene maintained within the salon. A clean overall daily prevents cross-infection.

-Hair – the barber should have clean and well-cut hair. The hair should not be allowed to fall over the face as this appears scruffy, furthermore, if the barber continually brushes the hair out of their face, she is made to look nervous and lacks necessary composure.

-Shoes – smart, clean and low-heeled shoes should be worn. Many treatments require the barber to be standing and high-heeled or heavy shoes place pressure on the lower back, which could lead to back problems over time. Barbers should also avoid open-toed shoes or sandals as this style of shoe offers little protection of the feet in the event of spillage of hot or potentially hazardous substances.

-Jewellery – the barber should keep jewellery to a minimum and should avoid dangling earrings or bracelets. Excessive or ostentatious jewellery appears unprofessional to a client and, furthermore, products may collect under the jewellery causing skin problems and increasing the chances of cross-infections. The barber may also scratch the client with inappropriate jewellery.

-Nails – short, well-manicured and unpolished nails enable the barber to perform treatments more effectively and hygienically. Hands ought to be smooth and well-moisturised; any cuts or abrasions must be covered with a surgical dressing to avoid cross-infection.

-Personal hygiene – it is worth remembering that the first impression a client has of their barber is not simply visual; a barber must look professional but she must also take care to ensure oral and bodily cleanliness, avoiding over-powering scents and taking care to treat *halitosis* (bad breath sometimes caused by stomach disorders) if applicable. Prior to treatments, barbers should avoid spicy food or smoking as these smells may be offensive to the client.

-Posture – the barber should take care to maintain correct posture whilst sitting and standing, this is partly associated with the impression given to the client but also related to the long-term physical ramifications of poor posture. The barber should endeavour to appear composed and keep a straight back in order to avoid back injury or discomfort. Bad posture restricts breathing.

Infection

Knowledge of the various micro-organisms, which cause infection, is necessary to ensure the adequacy and suitability of your salon's hygiene precautions.

Bacteria

Bacteria are usually divided into two distinct groups: *pathogenic* and *non-pathogenic*. Pathogenic bacteria cause disease and non-pathogenic are harmless or even beneficial to the human body. Your

standards of cleanliness and hygiene in the salon should target pathogenic bacteria and their spores. Bacteria come in various guises but some of the more common shapes and names are listed below with the characteristics of the infection they cause.

- Cocci – round shape – can be found either singly or in groups
- Diplococci – round shape, grow in pairs – cause pneumonia
- Streptococci – round shape, grow in chains – form pus, found in blood-poisoning
- Staphylococci – round shape, grow in clusters – present in abscesses and boils
- Bacilli – rod shape – produce spores which cause various diseases
- Spirilla – curved or cork-screwed

Bacterial infection occurs when bacteria enter and begin to multiply within the body; general infection occurs when a localised infection is transported via the bloodstream around the body. Bacteria can enter the body in various ways including inhalation of spores, consumption of contaminated food, poor hygiene and contact with an infected person or an infected object. The barber should be particularly wary of the penultimate and final channels of cross-infection. Barbers should never work on any clients with visible signs of an infection nor should any treatment be carried out by a barber with an infection. Barbers must always take the greatest care to sterilize all equipment used on clients as bacteria will grow and multiply in warm, dark and damp conditions. Bacterial infections can lead to diseases such as pneumonia, typhoid, tetanus and influenza.

Viruses

Viruses are microscopic parasites, this means that viruses only become active and destructive to the body once they are able to live off another cell within the body. Viruses are much smaller and more varied in shape and number than bacteria; viral infections are much more difficult to control and treat than bacterial infections as antibiotics do not damage the normal, living cell which the virus is living off. Viral infections can be transmitted from one person to another either by direct contact or indirect contact. Viral infections of the skin include warts, verrucas and herpes simplex (cold sores). The most important viral diseases that a barber should know about are Human Immunodeficiency Virus (HIV) and Hepatitis B. HIV and Hepatitis B are transmitted via exchange of bodily fluids such as blood or semen; the barber should follow strict hygiene precautions during all treatments but especially when performing treatments, which may involve the drawing of blood such as waxing and the use of tweezers.

Fungi

Fungi are organisms which either live off dying or decaying matter and are consequently classified as *saprophytic* or they live off living matter (like viruses) and are *parasitic*. Both types of fungi cause diseases within the body such as *Tinea Capitis* (ringworm of the scalp), Athlete's Foot and *Onychomycosis* (ringworm of the nail).

Animal Parasites

Small parasitic animals can also transmit infection; the most common example of a parasitic animal is headlice which is transferred via a contaminated hairbrush or towel.

The barber may also encounter scabies which is where mites burrow into the skin and lay eggs under the top layer of the skin; fine lines where the mites have burrowed will be evident on the skin.

Sterilisation, Disinfection and Sanitisation

Cleanliness and hygiene are of the utmost importance in a barbering salon; barbers must ensure that the premises, equipment and all materials used will be clean and germ-free. If hygiene standards are not met, the client and the barber are at risk from infections caused by the various bacteria, viruses

and fungi that could live and breed within the salon and the products utilised there. The transferral of infection from one person to another either directly or indirectly is commonly known as cross-infection.

Direct cross-infection – this occurs when an uninfected person comes into direct contact with the body or the bodily fluids of an infected person. Direct cross-infection could occur by touching an infected area of skin or by inhaling air-borne droplets ejected from the nose or mouth when an infected person is coughing or sneezing.

Indirect cross-infection – this occurs when an uninfected person makes contact with an infected piece of equipment. If hygiene procedures are not in place, an uninfected person could be treated with a towel or product that carries bacteria, fungi or viruses.

Methods of Sterilisation

There are various ways in which the barber can control and eliminate the spread of bacteria, viruses and fungi in the salon and sterilisation is the most effective procedure.

Sterilisation destroys all micro-organisms and their spores but the harsh methods used in the sterilisation process mean that, although it is very effective, it is unsuitable for some materials found within the salon. For example plastic bowls holding cotton pads, these should be thoroughly washed and sanitised with a suitable spray at the end of each day. Prior to sterilisation, implements should be washed thoroughly with warm, soapy water to remove any products that may interfere with the process. Methods of sterilisation available to the barber are as follows:

-Autoclave – the most efficient method for destroying bacteria. Small metal implements can be placed inside the vessel and are then sterilised with high pressure steaming at a minimum temperature of 126°C; the process takes approximately 12 minutes. Autoclaves are safe, relatively easy to use and cheap to run although the initial outlay is expensive.

-Ultra-violet light steriliser – the UV cabinet uses rays from a quartz mercury vapour lamp, which sterilise the surface of tools. This method requires that tools are turned half-way through sterilisation so that the rays can reach the entire surface area. The UV cabinet is suitable for sterilising plastics and sponges, although you can use this for sanitise tweezers, the autoclave is the most effective form for metals.

-Glass bead sterilisers – this method uses dry heat at a temperature of between 200-300°C for 30-60 minutes but can only be used on small items as the sanitising area is limited. Care must be taken with this equipment as sterilised items are very hot following the process and could burn the skin.

-Boiling – Implements are immersed in boiling water for 15 minutes. Sodium carbonate can be added to the water to prevent implements from rusting. At the end of the boiling period, implements should be tipped onto a disposable towel and allowed to dry.

-Chemical agents – used in high concentration chemical agents like gluteraldehyde (as found in Cidex and Barbicide) can sterilise equipment in the barbering salon. The solutions break down the protein structure of micro-organisms. Caution must be taken when soaking implements in chemical agents as contact with the skin can cause irritation. All chemical agents should be disposed of carefully following use.

Following sterilisation and to prevent contamination all implements need to be kept in a hygienic environment until they are required again. UV cabinets serve as a good, sterile storage facility for

sterilised implements; you could also store the implements in a sterile, air-tight container or vacuum pack them.

Methods of Disinfection and Sanitisation

Disinfection inhibits the growth and spread of pathogenic micro-organisms but it does not destroy bacterial, viral or fungal spores. Disinfection is used to reduce micro-organisms to an acceptable hygienic level on implements and equipment, which cannot be sterilised.

Methods of disinfection available to the barber are as follows:

-Surgical spirit – this is useful for wiping implements between clients – surgical spirit will inhibit the growth of bacteria. Surgical spirit is ideal for wiping down surfaces in the salon such as trolleys and couches.

-Chemical agents – the chemical agents used for sterilisation can be diluted and used on weaker materials and plastic implements; the dilution process reduces the number of micro-organisms but does not destroy all bacteria, fungi and viruses.

-Milton – effective against most types of bacteria and can be used for cleaning surfaces and floors.

-Alcohol-impregnated wipes – these wipes can be used to reduce micro-organisms; they are available commercially, ideal for the salon and are disposable.

Sanitisation is similar to disinfection in that sanitisation reduces the number of micro-organisms and maintains an acceptable level of hygiene within the workplace, however, sanitisation often refers to cleansing or treating the barber and client as well as the equipment in the salon. Sanitisation encompasses personal hygiene and procedures to ensure bacteria, fungi and viruses do not live or breed on people or objects in the salon. Washing both the barbers' and clients' hands with antibacterial soap is an effective method of sanitizing the hands and inhibiting the spread of microorganisms and infection.

Hygienic product application

-Wax should be taken from the pot using a disposable spatula. The spatula should not re-enter the pot once it has made contact with the client's skin. Some barbers will adopt a dip and drizzle technique (drizzle wax from one spatula to another). Others will use a fresh spatula for each application of product.

-Use single use disposable spatulas to remove products from containers for application or remove product with a clean disinfected spatula and put product to be used onto a clean service tray.

-On completion of treatment, dispose of the remaining decanted product between clients. Do not re-use leftover decanted product on other clients or put back into containers.

-Where possible, use disposable cotton buds or spatulas to apply product; nibs or droppers should not make contact with the skin during use.

*****In the instance that a client has blood spotting, you must ensure this is disposed of using chemical waste process*** (see waste control).**

For all non-disposable items, scrub clean using warm water, a scrubbing brush and antibacterial soap and then soak (complete immersion) in fresh barbicide for minimum of 10 minutes. After 10 minutes, rinse items free from disinfectant, towel dry before placing in a UV light cabinet for 20– 25 minutes. Metal items such as scissors and tweezers can be sterilised using the autoclave which is the most effective form of sterilisation.

Disposable items are to be discarded after each use into a bin lined with bin liner.

Non-disposable - Sanitise by spraying with an Isopropyl alcohol solution.

- Clean towels, headbands, couch roll, cotton wool and tissues should be used on each client and all tools should be sterilised before use.
- Before the treatment starts, ask the client if she has or is aware of any skin disorders. The client should not be treated if any skin infection, such as warts, cold sores, boils or impetigo is present.
- Open cuts and abrasions should be covered with a waterproof, sterile dressing on both the client and the barber before the treatment begins.
- The barber should wash their hands with anti-bacterial soap immediately before and after contact with the client. Drying hands with disposable towels also limits the spread of infection.
- PPE should be worn when appropriate.
- Wax heater lids should be replaced immediately after use to prevent the entry of air-borne bacteria.
- On completion of the treatment, all disposables such as orange sticks, wooden spatulas and emery boards should be broken and disposed of so that they cannot be used again by accident.
- All non-disposable tools and implements should be washed in hot soapy water in preparation for sterilisation.
- The salon must be thoroughly cleaned at the end of each day to remove dirt and dust which may harbour bacteria, fungi and viruses. Surfaces should be disinfected and rubbish bins should be emptied.

Part 3- Client Consultation

Professionalism is developed over a long period of time training and working in the salon; a professional attitude and diligent approach to high standards form the distinction between a good barber and an exceptional barber.

The way in which you treat and engage with a client is an important part of the professional work ethic; the barber should be careful to form an appropriate working relationship with their client base. Some basic guidelines regarding client treatment are given below:

- When a client is with you, always give them your undivided attention.
- Cultivate the art of clearing your mind of your own problems – never discuss them with your client or allow your personal situation to negatively influence the quality of the service you offer.
- Always treat everything you are told by a client in the strictest confidence, never repeat conversations to other clients or fellow barbers – your client expects discretion and should be able to trust you.
- Avoid strong emotional involvement with your client; always keep in mind the business relationship that exists between you and your client, personal attachment could make the extant relationship more difficult to continue.

Further to these fundamental principles of developing professional relationships with clients, the barber needs to consider customer service and the precepts of public relations to maintain and satisfy a range of clients. Some aspects of client liaison are outlined below:

- First impressions are extremely important in the barbering industry – smiling at your client upon their arrival is the best way of demonstrating friendliness and putting the client at ease. Positive body language, eye contact; introduce yourself. Address client by their name.
- Try to be pleasant at all times – it is important to conceal a bad mood from a client and not to let it influence the treatment you provide. It is worth remembering that if a client enjoys coming to your salon she is likely to recommend you to other potential clients.
- You should be prompt in attending your client; bookings should be scheduled so that you can be punctual and have enough time to prepare the salon accordingly.
- You should be open to giving information or advice to clients where necessary and that advice should always be of a professional nature.
- Tact is a necessity in this business; many clients are well aware of their imperfections and it is not your job to criticise your client's appearance. If your client asks for advice, you should be constructive and emphasise a positive feature of the client. People often have barbering treatments to improve their image and boost their confidence; it is your role to encourage this process as truthfully and tactfully as you are able.
- Avoid discussing sensitive subjects such as politics, religion, money, sex or relationships. Try to keep an open mind if your client pursues this line of conversation but it is advisable not to share your own views and opinions.
- You need to explain clearly the procedure and sensations involved in the treatment you are going to provide – this is especially important for new or nervous clients. Explaining the process will also demonstrate your knowledge and capability; your client will feel more comfortable if she is prepared for unusual or unfamiliar sensations.

The Consultation/ Treatment Plan

Before any treatment is undertaken, it is essential that a consultation is carried out. The consultation period provides a good opportunity for the barber to get to know the client and to discuss expectations and requirements with regard to the proposed treatment. You should agree upon a treatment plan with the client and discuss any aesthetic goals she may have – decide how many treatments are required and how often she would like to come to the salon. Filling in the consultation form and discussing the client's reasons for coming to the salon will ensure that both barber and client are working towards the same realistic goal. The barber should use this time to relax the client and gain their confidence – many clients are nervous when they first visit a new barber. It is important to encourage and allow time for clients to ask questions so the client does not feel rushed or under pressure, otherwise the barber may not receive all the facts from the client.

The consultation stage is important for the development of client-barber relations but it allows you to gain vital information relevant to the treatment. You should ask the client to declare any current or present health problems and medical conditions, even if they seem irrelevant to the client, a previous operation or latent medical condition may influence the treatment you will deliver. It is important for a barber to identify any potential or known contra-indications to treatments so cross infection can be prevented and the treatment can be modified if necessary. Some contraindications may be made worse by treatment and the client should in some cases be recommended to seek medical advice. At this point, you will be able to judge which treatments are and are not suitable for the client to receive.

Importance of good questioning techniques and good body language

This is vital in order for you to be able to retrieve the information that you require to carry out the treatment or perform a task. Therefore it is important to use effective consultation techniques, when communicating with different client groups, ages, cultural and religious backgrounds disabilities and genders.

- Ask relevant open questions that are not intrusive
- Warm and sincere smile with regular eye contact when communicating
- Do not refer to personal issues
- Ensure the client's expectations can be met
- Give the client plenty of time to answer without interrupting.

Find out your client's needs by asking questions that are clear and precise. Use short sentences, avoiding words with more than one meaning or the use of jargon.

Observe the client's body language when you make recommendations and ensure the client's expectations can be met.

Negative Body Language Positive Body Language

Crossed arms

No eye contact

Leaning back

Not listening

Open arms

Good eye contact

Leaning forward

Listening

Nodding

Smiling

Open questions – begin with How? Where? When? Why? Use open questioning techniques wherever possible as this encourages the client to give much more information.

Closed questions – begin with Do? Is? If you use these types of questions you will only get a yes or no answer, which will lead to a one-sided conversation. When you are very busy it will sometimes be necessary to use closed questions, as these will enable you to get the information you require much more quickly. When answering questions you should give the person the required information as concisely as possible. If your answers are very detailed the other person will become distracted and not take in the information offered. A consultation sheet should be completed for each client and the client should be asked to sign the consultation sheet to confirm that the information they have given you is correct.

Preparation of the Client for the Treatment

It is important to fully explain to a client the sequence of events involved in the treatment they have chosen. It is important to maintain the client's modesty for the following reasons:

- To make the client feel comfortable.
- So not to cause embarrassment to the client.
- So the client feels totally relaxed and can fully enjoy the treatment.
- The client may not return to the salon if she feels uncomfortable.

Treat everyone equally and not discriminate due to sensitivities about personal appearance, privacy is essential so the client does not feel intimidated or exposed. It is important to maintain a client's modesty, privacy and comfort so not to cause embarrassment to the client. It is better if the client is relaxed before the commencement of the treatment. Create a professional image – remember the client may not return to the salon if she feels uncomfortable. Many clients will be very nervous – they may never have visited a salon before or had any kind of barbering treatment. Take time to put the client at ease and explain to the client exactly which items of clothing should be removed prior to the treatment. Towels or gowns should always be available to preserve the client's modesty.

Tell the client where you would like them to sit or lie and ensure that they are adequately supported.

Client Records

Consultation sheets should be filed with a completed client record card so that you can maintain and update information relevant to the client and their treatment plan. Client records ensure continuity of service, especially for regular clients and ensure that the salon and all staff are aware of any pertinent medical conditions the client may suffer from.

It is essential to make a record of a client's responses to questions asked during the consultation. A record of contra-indications and sensitivities should also be made.

It is important for the salon to complete client records for the following:

- Legal reasons – e.g. to prove the client has had the treatment
- As proof the client has had a consultation
- To provide reference for future treatments/services
- To allow the barber to monitor progress
- In case of an insurance claim
- Complies with data protection It is a duty of care

The client record should include the following information:

- Name
- Home address
- E-mail address
- Telephone number
- Relevant medical information
- Emergency/next of kin contact details
- A record of dates and treatments completed
- Results achieved by the treatments

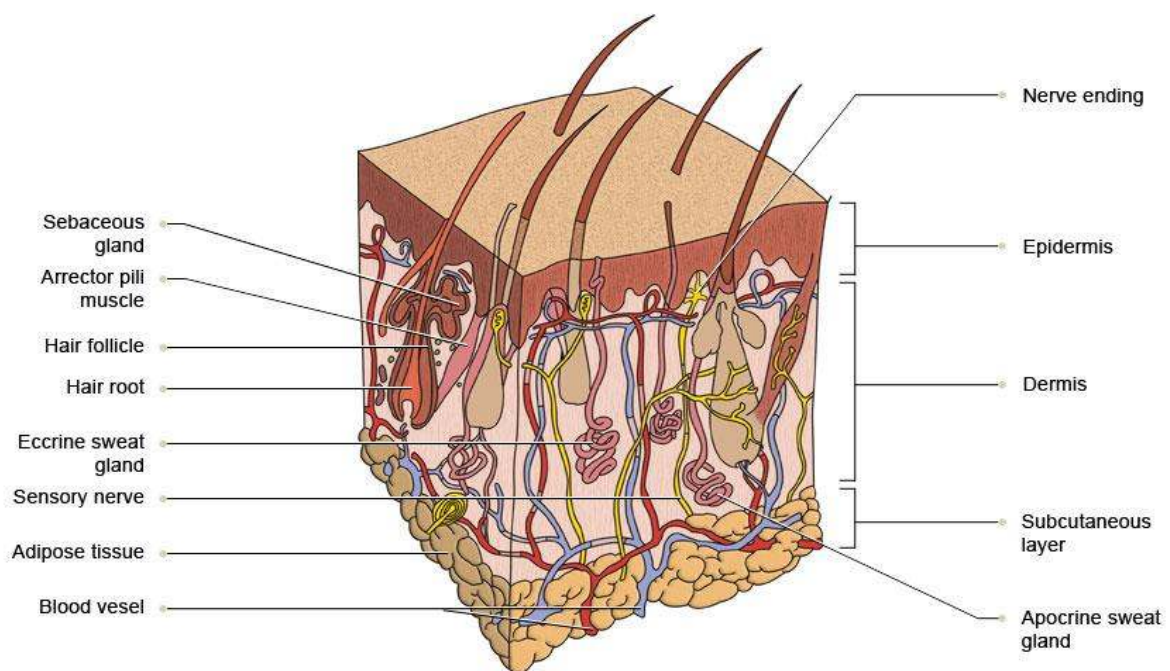
You should keep and update all information on the client record card so that you and your colleagues can continue to offer a safe treatment with suitable products and equipment. The record cards also enable you to keep track of your client's progress, which can be a good boost to their confidence. Having a record of the client's address is also useful when there are any special events at the salon such as demonstration and promotional nights; the client record cards also mean that you are able to inform them of any special offers and promotions which might be of interest at a later date. The client record cards should be stored alongside initial consultation forms and all cards should be filed alphabetically. It is important to ensure the security of all confidential information given to you by the client; all record cards should be stored in a lockable filing cabinet in reception (refer to the data protection act).

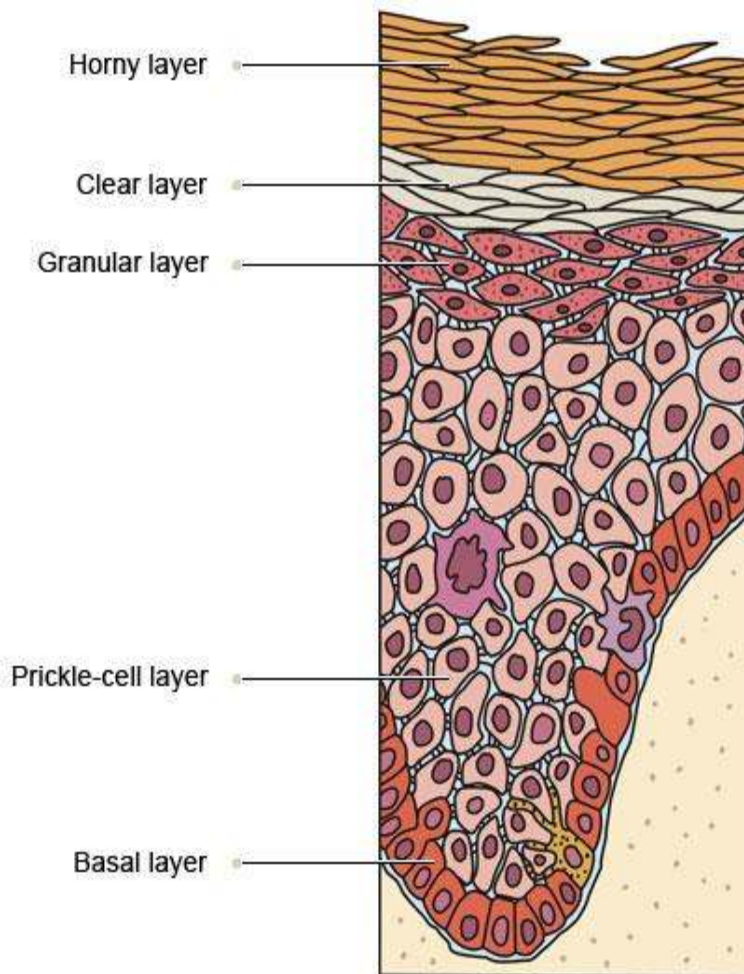
Part 4- Skin diseases/disorders/contra-indications

Condition	Description	Action
Cold sore- herpes simplex.	Red fluid filled blisters near the mouth.	Avoid contact with the area.
Psoriasis	Red patches of skin can be found on the scalp, face and arms.	Avoid contact with the area.
Eczema	Yellow or white patches of flaky skin.	Avoid contact with the area.
Impetigo	Itchy red blisters which pop.	Highly contagious, do not treat.
Moles	Raised freckle.	Avoid waxing over moles, this could stimulate cancerous cells in the area.
Odema	Swelling	Avoid the area and refer to GP. GP should provide a letter of consent to enable the treatment to go ahead.

Part 5- Anatomy and Physiology: The skin

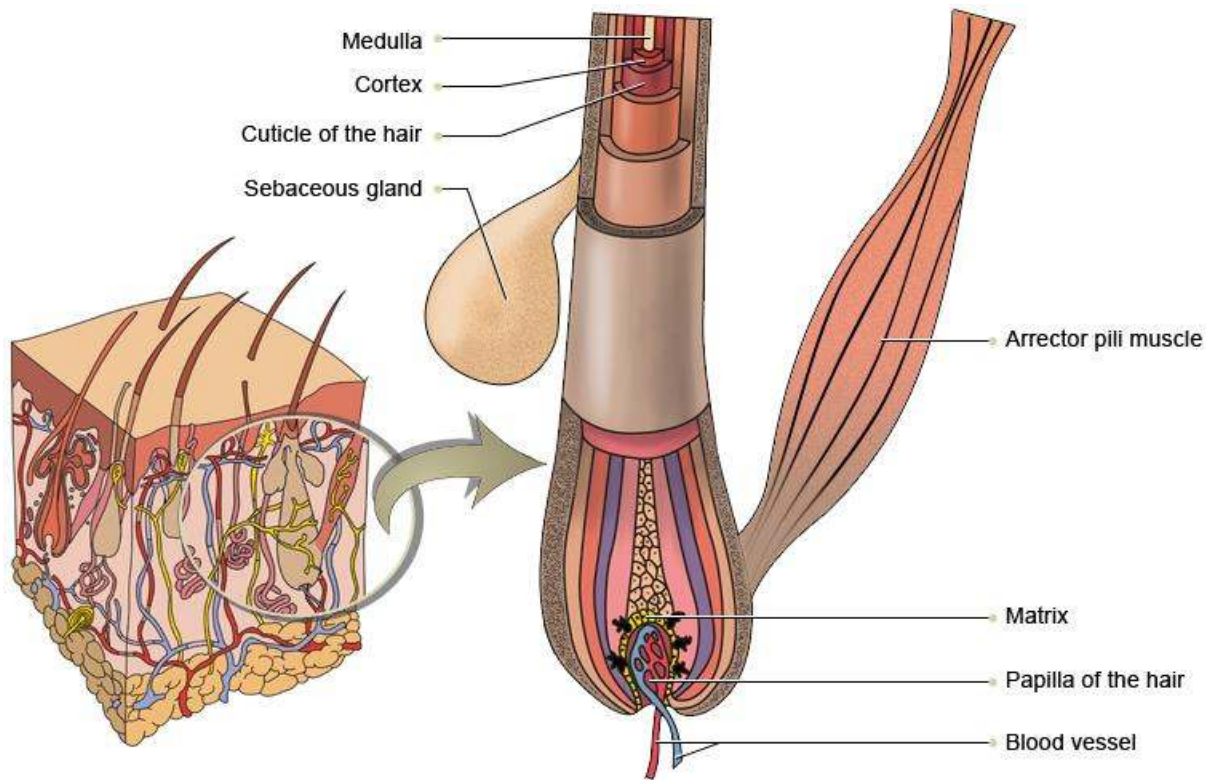
The main layers of the skin are the epidermis which is a thin portion, followed by the deeper, thicker dermis. This is followed by further layers that lie under the skin; a fatty layer called the subcutaneous fat layer. The dermis is made up of dense connective tissue that is tough and flexible. It contains collagen and a number of structures such as, nerve fibres, blood capillaries, arrector pili muscles, sweat glands and sebaceous glands. Beneath the dermis, lies the subcutaneous fat layer which is composed of loose connective tissue. It helps to anchor the dermis to the underlying tissues and organs.





The five layers of the epidermis

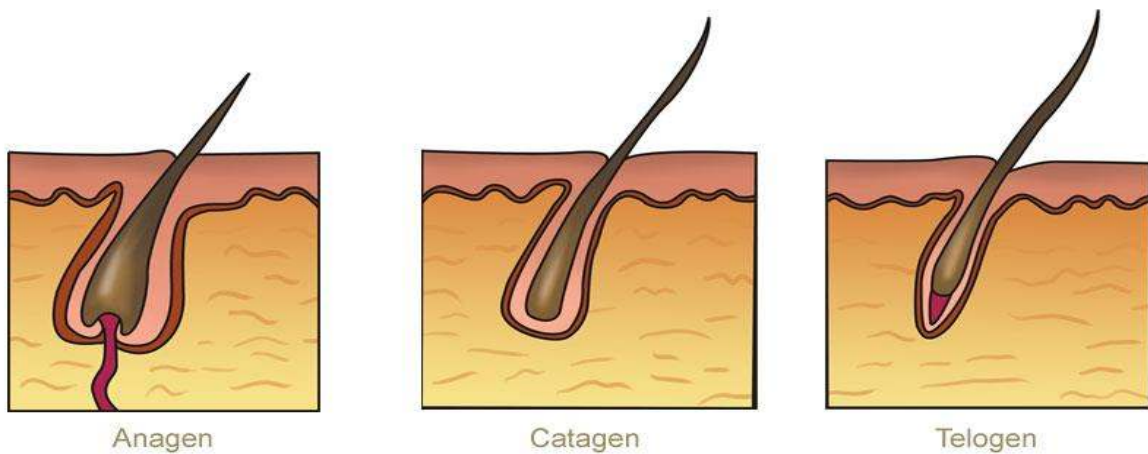
The five layers of the epidermis include the stratum basal, stratum spinosum, stratum granulosum, stratum lucidum and stratum corneum. Cells in the epidermis divide and move up to replace cells in the layers above, changing as they move from one layer to the next.



The Structure of the Hair

In the hair structure diagram above, you can see that the shaft has three layers: the cuticle (outer layer), cortex (middle layer) and medulla (inner layer). The medulla is a honeycomb keratin structure with air spaces inside.

The hair growth cycle



The growth cycle of a hair consists of 3 stages:

ANAGEN (GROWING) STAGE

The anagen stage is the growing period of a hair follicle.

This stage lasts about 3 to 5 years.

CATAGEN (INTERMEDIATE) STAGE

The catagen stage is the intermediate period of hair growth.

Hair follicles prepare themselves for the resting phase.

This stage lasts around 1-2 weeks.

During this phase, the deeper portions of the hair follicles start to collapse.

TELOGEN (RESTING OR SHEDDING) STAGE

The telogen stage is the resting and shedding period of the hair cycle.

It usually lasts 3 to 4 months.

At the end of this period, older hairs that have finished their life will fall out and newer hairs will begin to grow.

Part 6- The Waxing Service

Below is a step by step guide to waxing. ** Please note: the tutor will demonstrate methods used for different areas depending on the components selected to achieve the course***.

Warm Waxing

- 1. Prepare the work area/ wash hands**
- 2. Consult/ treatment planning**
- 3. Inspect the area to be waxed (check for contra-indications)**
- 4. Apply pre wax and talc if necessary**
- 5. Temperature check- inner wrist**
- 6. Temperature check- client**
- 7. Apply the wax with the direction of the hair growth**
- 8. Apply strip and apply gentle pressure**
- 9. Remove the strip (across the skin, not upwards) in a rapid motion**
- 10. Apply pressure to the area**
- 11. Use tweezers if necessary**
- 12. Apply soothing product**
- 13. Provide aftercare**

Hot Waxing

1. Prepare the work area/ wash hands
2. Consult/ treatment planning
3. Inspect the area to be waxed (check for contra-indications)
4. Apply pre wax and talc if necessary
5. Temperature check- inner wrist
6. Temperature check- client
7. Apply the wax in the opposite direction of hair growth- build up the wax using a figure of 8 movement
8. Leave the product for a moment to harden
9. Knead the product lightly to bind the hairs to the wax
10. Remove the wax
11. Apply pressure to the area
12. Use tweezers if necessary
13. Apply soothing product
14. Provide aftercare

There are various factors to take into consideration when deciding upon which method of hair removal to use. Hot wax or warm wax are the more popular choices used in industry today, particularly for more course hair predominantly found on men. Below is a list of body areas you are likely to wax, consider both warm and hot wax and explain why you would choose each method for the areas listed in the table.

Body Part	Type of wax used	Reason for choice
Nostril	Hot wax	This will open the pores enabling the hair to be removed more easily. This will also minimise skin irritation.
Leg	Warm wax	A quick and easy method for large areas.
Back	Warm or hot wax	Depending on the clients skin sensitivity levels. A more sensitive client would be more suited to hot wax, however this method is generally more time consuming.
Chest	Warm or hot wax	Depending on the clients skin sensitivity levels. A more sensitive client would be more suited to hot wax; however this method is generally more time consuming.
Eye brow	Warm wax or hot wax	Warm wax is easier to work with on an area requiring precision, however hot wax is more suitable for stronger hair.
Ear	Hot wax	This will open the pores enabling the hair to be removed more easily. This will also minimise skin irritation.

Types of hair

There are different types of hair found on different clients and different parts of the body and it is important that you are able to identify the different types to enable you to recommend the appropriate product.

- Vellus- Fine hair found on the face of a typical female.
- Terminal- Coarse hair found in the nostril area, eyebrow, chest and back.
- Lanugo- the soft downy hair found on a new born baby.

The Treatment

Below is a list of treatment processes and reasons for each one.

Treatment procedure:	Reasons for this procedure:
Prepare the chair with bedroll/plastic sheet.	To protect the chair from wax, product and blood spotting.
Prepare the trolley with all the necessary products and equipment.	To ensure all equipment is within easy reach to avoid repetitive strain injury.
Protect the clients clothing.	To avoid spillage of wax, product and blood spotting.
Check for contra-indications	To avoid cross-infection. Working on a client with a contagious condition could contaminate the work area putting other clients at risk.
Cleanse skin using pre-wax	To remove excess sebum and dirt from the skins surface.
If using hot wax a talc-free powder is applied at this point.	To prepare the skin for the application of wax-absorption of excessive oil (where necessary).
The barber tests the temperature of the wax on the inside of their arm.	To ensure the product is not too hot; therefore avoiding burns.
Apply the wax in the direction of growth (warm wax) against growth (hot wax)	To ensure the hairs are embedded to the wax ready for the removal technique.
Stretch and manipulate the skin.	To avoid bruising and unnecessary skin trauma.
Remove wax quickly and by peeling it back on itself.	To minimise client discomfort.
The barber immediately places their hand on the waxed area. For nasal waxing, have a pre prepared soothing pad to the area.	To minimise the client discomfort.
Carry out on-going temperature checks.	To ensure the wax remains at the appropriate working temperature.
Once finished apply after-wax lotion.	To soothe the area and close the pores; therefore avoiding the risk of infection.
Complete record card.	Maintain accurate records to ensure effective communication between barbers, ensure you can recall treatment preferences, contra-indications and contra-actions and to ensure insurance is valid.
Provide appropriate aftercare advice.	To enable the client to maintain the service on leaving the salon, to minimise discomfort and avoid excessive contra-actions.

Part 7- Product Information

Working temperatures: The working temperatures of wax products can vary depending on the type. Cold wax can be found in the form of a strip and are not usually applied above body temperature. Warm wax is generally applied when it resembles a honey texture and is generally around 40-43 degrees. Hot wax is slightly thicker and is generally applied at around 48-50 degrees. It is important that you check the working temperature and heat according to manufacturer's instructions as this can vary.

Ingredients

Some of the main ingredients of wax are listed below:

Warm wax: glucose, aqua, citric acid and beeswax

Hot wax: resin, beeswax and microcrystalline wax

Part 8- Skin testing

It is important to ensure that all clients have a skin test prior to the service. A small application of wax can be applied to the inner part of the arm (near the wrist area). This is a sensitive area where the skin is quite thin; if a client is likely to react to the product, it is more likely they will react in an area where the skin is more sensitive. Skin testing is important to ensure the client is not allergic to the product.

Part 9- Aftercare Advice

It is important that you provide effective aftercare advice to ensure the client is able to maintain the service and to avoid further skin sensitivity. Aftercare advice for waxing is listed below:

- Avoid heat treatments such as sun beds for 24-48 hours
- Avoid hot baths and showers for 24 hours
- Avoid perfumed products for 24 hours
- Apply a cold compress to avoid discomfort after the service
- Use an exfoliate after one week to avoid in growing hairs
- Avoid make up products for 24 hours