



**Thank you for booking the Eyes Course.**

If you do not hold any Level 2 (or equivalent) beauty Anatomy and Physiology qualifications, please read the Theory manual.

**Please note: Students work on each other, if there is any reason why you feel you cannot be a recipient of the treatment then you must let us know.**

*Non-refundable deposit of 50% payable on booking. Payment in full if booked 7 days or less before the course date. Balance payment will be taken from your credit/debit card on the last working day (working days are Mon-Fri) before your course date. Please see T&Cs on our website for more information. [www.dragonflyacademy.co.uk/t-cs/](http://www.dragonflyacademy.co.uk/t-cs/)*

## **The venue**

Dragonfly Nail and Beauty Academy, Vichy House, 264a Monkmoor Road, Shrewsbury, Shropshire, SY2 5ST Please see directions on the next page.

Remove any lash extensions prior to the course. If attending the Basic Eyes Course, try to have a few weeks growth on your eyebrows.

There will be tea, coffee, water and biscuits provided throughout the course. There are shops around where lunch can be bought but you can bring your own if you prefer.

If you require any further information, please do not hesitate to call us on 01743 354800/07974 300139.

Kind Regards

*Donna*

Donna H Law  
CEO

## Venue Directions

### Dragonfly Nail and Beauty Academy

Vichy House  
264a Monkmoor Road  
Shrewsbury  
Shropshire  
SY2 5ST

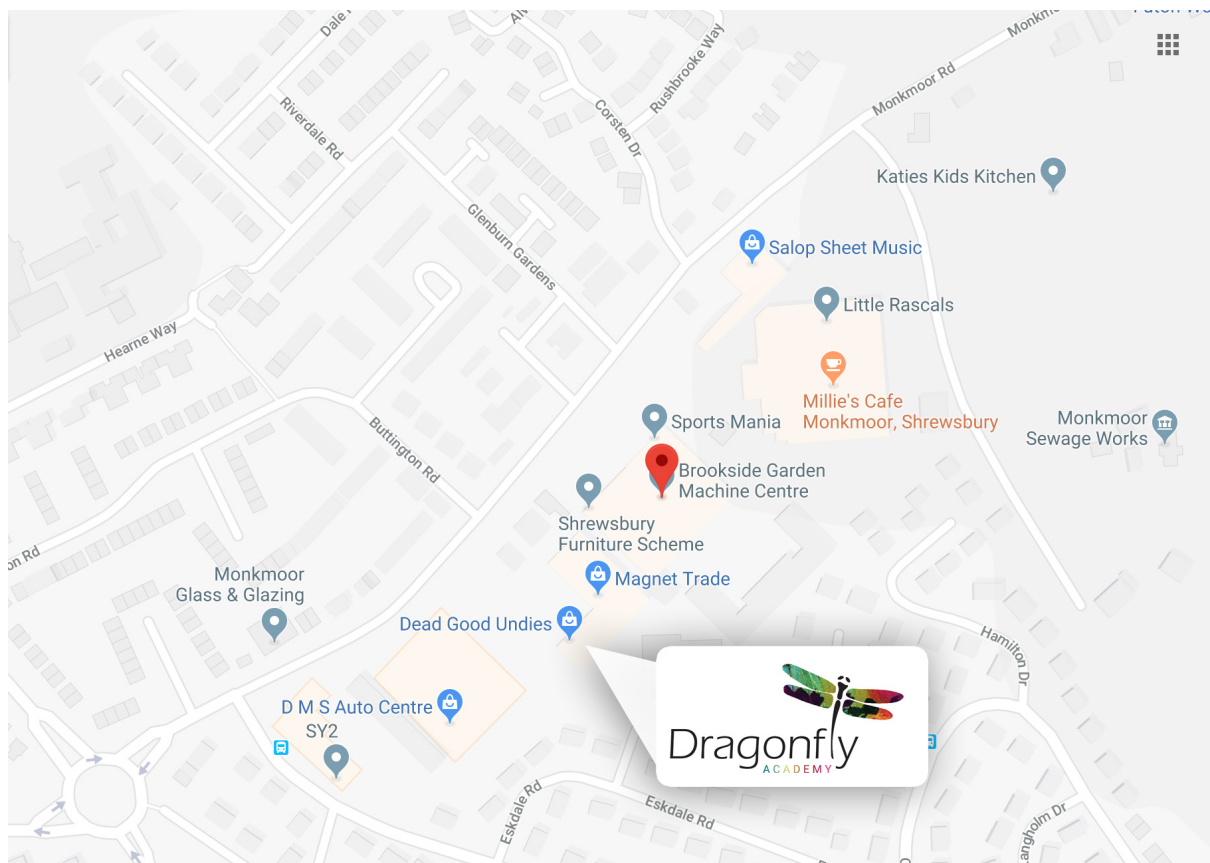
Satnavs do not find the exact building.

Please follow signs for Magnet Kitchens. Once you are in the car park look for the tall building with green window frames. Parking is free.

**Pre-Course Phone Line: 01743 354800**

**\*ONLY AVAILABLE 30 MINUTES BEFORE COURSES START\***

Please call this number if you need help finding us for your course





# Dragonfly

**All eyelash courses**

**Pre course reading**

## **Salon skills**

If you are offering any beauty treatments as a service in your growing business, and be recognised as a good industry professional you will need to develop your salon skills. Some of these skills may seem obvious and easy to achieve, however you would be surprised how many beauty therapists spoil what would be otherwise be an excellent treatment by a lack of attention to salon or personal detail. The next few paragraphs will outline some important points to ensure the service you offer your clients has the 'wow' factor so that they return to you again and again.

Attitude and personal appearance will most likely be the first thing your client judges you on. Make sure you are wearing a clean uniform. Even if you are a mobile therapist it is not professional turning up at a client's home in jeans and a T shirt. This may seem an old fashioned view, however a freshly laundered uniform, or at the very least a tabard speaks volumes about you. Ensure your hair is clean and tidy, tied back if long and your nails are always clean and well groomed.

Your surroundings if you work in a salon need to be pristine, clean bed roll on the couch for each client, and the table, trolley, and floor, waste bins etc should be wiped during the day if necessary and always disinfected at the end of each day. If mobile make sure your kit is always clean and tidy, try to invest in a professional box to contain your products and equipment. Be prompt for your appointments and be well prepared for your client's treatment, with everything you need to hand.

### **Reception:**

The first impression your client receives will depend upon the manner in which she is greeted and the surroundings she is placed into. A professional atmosphere should be presented at all times, with sufficient room to discuss the consultation sheet and write observations. Your client should be comfortable, warm and relaxed.

Calm efficiency and organisation should be clearly apparent to the client from her first contact with you as this will instill confidence in the professional skills you will be offering. It is essential that you have an excellent "reception" technique, together with a knowledgeable response to any questions the client may ask.

A tentative enquiry, if dealt with in a calm, efficient and knowledgeable manner, can become a regular client booking. Client satisfaction will result from fulfilling the requirements of the client in a professional and efficient manner. You should refrain from pressurising a client into taking treatments or buying product, you should recommend not push.

Preparation of the working area prior to the client's arrival is vital, not only to provide the right impression to the client, but also to ensure that the treatment provided can be completed in the given timeframe. If, halfway through a treatment, you have to start hunting around for additional products it will not only increase the time of the treatment, which could have a knock on effect with other clients, but it also makes you look unprofessional: Ensure that everything you may need for the treatment is available to hand.

### **Preparation:**

You should ask your client to remove her shoes and lie on the couch, ensuring that you cover from the neck down with a towel to ensure no products can soil her clothes, and to keep her warm during the 'treatment.

Whilst the treatment progresses, this is one treatment where you should not chat, unless the client particularly wants to. Restful music and a warm, gently atmosphere will allow the client to relax and enjoy the treatment. Also, ensure that you let the client know what you are going to be doing prior to the treatment so that she is informed. She will also be more comfortable knowing that you are knowledgeable on your subject, and answer any

questions she may have in a concise manner.

At the end of the day, if your client has a calming, relaxing and pleasant treatment, she is more likely to come back.

### **Preparation of Client and Treatment Area:**

It is most important that you present the best impression of yourself, whether that is in your own treatment room, in a salon or at a client's home. The following information should help you to ensure you give best impression is always provided.

### **Health and Safety**

Facial treatments are another service for the salon or therapist and you must apply all H & S regulations- your Dragonfly Unit 1 is a good reference point for this.

Highly relevant H & S for application in Facial Treatments;

- Washing hands before working on a client
- Always read the MSDS or COSHH sheets
- Sanitise eye area
- Clean bed roll
- Clean towels, washed at least 60 degrees
- PAT testing for your electrical equipment, ensure no trailing wires, check plugs and fuses
- Check for all contra indications (something that may stop or make you adapt the treatment).
- Encouraging the client to find a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client.
- Wearing suitable personal protective equipment for the treatment/service
- Lighting
- Heating
- Ventilation
- General Comfort
- Tip unwanted liquids onto absorbent tissue and dispose of safely.
- Most health and safety is a matter of common sense. Remember never to put yourself, your client or those around you at risk.

### **Professional Ethics**

It is essential to develop a trusting and confident relationship with your clients. The only way in which this can be achieved is through the standard of work you produce, and this can only be attained through proper training and practice.

It is important to not only have interest and confidence in your work, but also to project this to the client. It is the Therapist's standards, knowledge and ability that the client will be looking for - to be lacking in any of these aspects will result in clients not returning.

This intensive training course will help to prepare you to provide an excellent service, but this is only the beginning, and it will take practice to master the technique. You must be prepared to spend the time developing your art, as this is what will pay dividends in the future.

Your personal hygiene, appearance and standards must be perfect at all times. You are your best promotional material, you are advertising yourself and your business every time you take on a client, so ensure that the first impression you give, every time, is the best you

can, this is what will inspire confidence in your clients and together with an excellent job will ensure that they return. .

One other essential requirement you have is to ensure that you are adequately insured for Public and Product Liability; this can be obtained from The Guild of Professional Beauty Therapists. Details of this association will be provided to you on satisfactory completion of this course.

You should always work to the following Code of Practice.

### **Code of Practice:**

1. Always work within the law
2. Do not ever treat or claim to be able to treat a medical condition.- any concerns should be referred to their GP
3. Client confidentiality should be respected at all times
4. Always show respect for related professions by referring clients appropriately, i.e., to a GP, Chiropodist, etc
5. Always maintain high standards of hygiene and safety in your work
6. Ensure that where necessary certain treatments are only undertaken with written permission of the Clients GP.
7. Always be respectful and helpful where possible to other Beauty Therapists
8. You should never try to take other therapists clients, or undermine their work/ability.
9. You should always undertake your work in a principled manner, particularly when working with members of the opposite sex.

### **Safety & Hygiene Standards**

Safety and hygiene standards should always be as high as possible. As a Beauty Therapist you are legally obliged to provide a safe and hygienic environment whether you work from home, in a salon or on a mobile basis.

You can contact your Local Health Authority to obtain health and safety information and advice.

Safety:

1. Any contra indications should be noted on the client record cards, and procedures adhered to. (Information on contra indications to be discussed later)
2. Caps and lids on bottles and jars should be immediately replaced when you have used them to avoid spillage and bacterial contamination. Some products will mark if they should spill onto the clients clothes, and some are inflammable so extreme care should be taken at all times.
3. Waste should be disposed of in an enclosed receptacle which should always have a liner. The bin should also be cleaned and disinfected on a regular basis.

### **Hygiene:**

1. The therapist should always wash her hands, preferably with and antibacterial soap, prior to the treatment, and should ensure her nails are clean.
2. Long hair should always be tied back.
3. All jewellery should be removed.
4. The therapist should always either wear a short sleeved uniform or have long sleeves rolled up.
5. All implements used in any treatment should be fully cleaned and sterilised between clients, and it is preferable if you do this in front of the client so that they know you are using clean items.
6. Couch roll should be placed on the treatment surfaces.

7. Spatulas (not fingers) should be used for removing products from jars, and lids should be immediately replaced.
8. Brushes and spatulas should be cleaned and sterilised, or discarded, between clients, and a fresh headband should be used for each client.
9. If you have any cuts or broken skin on your hands it is essential that you cover these areas with fresh plasters for each client.
10. If you implement these systems from day one, they will soon become second nature to you, and will always reassure your clients.

### **Definitions of Hygiene:**

For your information, please note below the definitions of hygiene so that you are always aware of possible problems relating to contra indications.

**Infected:** Harmful organisms which are internal, and provide symptoms following an incubation period.

**Infectious:**

A condition which is spread from person to person.

**Communicable:**

A condition that can be transmitted from one person to another

**Contagious:**

A condition that can be spread by touch.

**Septic:**

Being infected.

### **Methods of disinfection:**

There are several ways in which you can disinfect your equipment:

**Heat:** A hot air oven can be used which is similar to a small oven, but this is not a common method.

**Glass Beaded Steriliser:** This is ideal for smaller items such as tweezers.

**Autoclave:** This is like a pressure cooker; in it water is heated to about 1200. This is the most effective way of sterilizing items in the salon.

**Barbicide:** An antibacterial solution, blue in colour, which is mixed with water and stored in a suitable receptacle. Items are placed in there for a period of time to ensure all bacteria is removed.

## Contra indications

The term contra-indication is used to describe any condition that may change or prevent the normal course of the treatment. Before carrying out any extension treatment, the therapist must inspect the client's face and eye area for any skin irregularities that may influence the treatment provided.

All contra-indications found should be listed on the consultation sheet during the initial meeting with the client and stored with the client record card.

Contra-indications can be divided into two categories depending upon the influence they have upon the treatment.

- Conditions which require medical referral and prevent the treatment from being provided – non-treatable
- Conditions which require modification of the treatment provided – treatable

If you are in doubt about the health or skin condition of any client, you are not obliged to perform the treatment and should refer the client to a doctor as a safety measure.

Condition	Prevents Treatment	Restricts Treatment	Medical referral?	Why would this condition restrict or prevent the eye treatment?	Cause of condition and appearance
Tinea corporis	✓		✓	<i>Infectious</i>	<ul style="list-style-type: none"> <li>• <i>Fungal infection.</i></li> <li>• <i>Small scaly red patches, which spread outwards and then heal from the centre, leaving a ring</i></li> </ul>
Impetigo	✓		✓	<i>Infectious</i>	<ul style="list-style-type: none"> <li>• <i>Bacterial infection</i></li> <li>• <i>Blisters develop which burst, followed by formation of yellow crust.</i></li> </ul>
Herpes simplex	✓			<i>Infectious</i>	<ul style="list-style-type: none"> <li>• <i>Viral infection</i></li> <li>• <i>Inflammation and reddening of the skin, which is itchy. Small vesicles appear which crust and weep.</i></li> </ul>
Conjunctivitis	✓			<i>Infectious</i>	<ul style="list-style-type: none"> <li>• <i>Bacterial eye infection</i></li> <li>• <i>Affects mucous membrane covering the eye and inner surface of eyelids. Eyes appear red and watery.</i></li> </ul>
Stye	✓			<i>Infectious</i>	<ul style="list-style-type: none"> <li>• <i>Bacterial eye infection</i></li> <li>• <i>Small lumps appear on the inner rim of the eyelid containing pus.</i></li> </ul>
Blepharitis	✓			<i>Make condition worse</i>	<ul style="list-style-type: none"> <li>• Allergic reaction</li> <li>• Inflammation of the eyelid</li> </ul>
Glaucoma		✓		<i>It could make condition worse – GP permission required</i>	<ul style="list-style-type: none"> <li>• Mostly hereditary</li> <li>• An internal eye condition that can cause blindness if not treated</li> </ul>
Trichotillomania		✓		<i>Depends on how many lashes are there</i>	<ul style="list-style-type: none"> <li>• <i>Hair loss caused by clients' repetitive self-pulling of hair</i></li> </ul>



### Contra-indications continued

Condition	Prevents Treatment	Restricts Treatment	Medical referral?	Why would this condition restrict or prevent the eye treatment?	Cause of condition and appearance
Diabetes		✓		<i>Gentle pressure as client will bruise easily.</i>	<ul style="list-style-type: none"> <li>• "Type 1" usually hereditary, but "Type 2" can be caused by overweight or old age.</li> <li>• Clients suffer with loss of sensation to the skin and bruise easily</li> </ul>
Allergic skin conditions		✓		<i>If allergen is known check the products you propose to use.</i>	<ul style="list-style-type: none"> <li>• Often the client will have experienced previous allergic reactions.</li> <li>• Not always noticeable, but sometimes redness or blotchiness can appear on the skin.</li> </ul>
Open cuts		✓		<i>Could cause secondary infection.</i>	<ul style="list-style-type: none"> <li>• Split in the skin showing blood area</li> <li>• Cover with waterproof dressing to avoid cross infection.</li> </ul>
Bruising		✓		<i>Painful for client - avoid the area.</i>	<ul style="list-style-type: none"> <li>• Caused by trauma to the skin and underlying area.</li> <li>• Primarily blue/red depending on the time lapse of the injury.</li> </ul>
Dilated Capillaries		✓		<i>Strong chemicals could make the condition worse.</i>	<ul style="list-style-type: none"> <li>• Usually caused by neglect of skin around the nose and cheek area.</li> <li>• Small red broken blood capillaries' that are permanently dilated.</li> </ul>
Erythema		✓		<i>Could make the condition worse.</i>	<ul style="list-style-type: none"> <li>• Caused by irritant or trauma.</li> <li>• Area of skin in which blood capillaries have been dilated.</li> <li>• Skin appears red.</li> </ul>
Hypersensitive skin		✓		<i>Could prevent treatment if skin test indicates</i>	<ul style="list-style-type: none"> <li>• Skin sensitivity</li> <li>• Could be on medication that causes skin sensitivity.</li> <li>• Patch test should be carried out</li> </ul>
Epilepsy		✓		<i>Over stimulation of the brain. Treatments using bright lights could induce a seizure.</i>	<ul style="list-style-type: none"> <li>• Over activity of the brain.</li> <li>• Some epilepsy is susceptible to bright or strobe lighting and sometimes strong smells.</li> <li>• Ascertain whether the seizures are controlled by medication.</li> </ul>
Scabies	✓			<i>Infectious</i>	<ul style="list-style-type: none"> <li>• Infestation of the skin by an animal parasite which burrows beneath the skin and invades the hair follicles</li> <li>• Papules and wavy grey lines appear where dirt enters the burrows</li> </ul>
Chemotherapy	✓			<i>Loss of hair on the body</i>	<ul style="list-style-type: none"> <li>• Usually used for treating cancer</li> <li>• Even if there are hairs at the time the hair will fall out during the chemotherapy treatment.</li> </ul>

### Contra-indications continued

Condition	Prevents Treatment	Restricts Treatment	Medical referral?	Why would this condition restrict or prevent the eye treatment?	Cause of condition and appearance
Recent scar tissue		✓		<i>Sensitive and tender to touch</i>	<ul style="list-style-type: none"> <li>• Medical procedure</li> <li>• Avoid the area as it will be red, sensitive as is still healing</li> <li>• If it is a large operation with a large scar it may prevent the treatment.</li> </ul>
Undiagnosed lumps and swellings	✓		✓	<i>Condition could be worsened and the condition needs to be diagnosed by a GP.</i>	<ul style="list-style-type: none"> <li>• Client could be aware of how the condition came about or they may just have appeared</li> <li>• Further investigation by a medically trained person.</li> <li>• Swelling or lumps could be visible or under the surface and felt by touch</li> </ul>
Psoriasis		✓		<i>If severe in the eye area do not treat as this could cause a secondary infection.</i>	<ul style="list-style-type: none"> <li>• Is mostly hereditary, but the exact way in which the disease moves from generation to generation has not yet been established.</li> <li>• Is an increased activity of the skin - new cells are made too quickly which leads to raised red patches and scales.</li> <li>• May cause contra-actions during or post treatment.</li> </ul>
Severe asthma		✓		<i>Strong smelling products could cause an asthma attack.</i>	<ul style="list-style-type: none"> <li>• Medical, causes can be hereditary or unknown.</li> <li>• Respiratory problems may be aggravated by chemical fumes given off during the treatment</li> </ul>
Pedioulrosis (head lice)	✓			<i>Infectious</i>	<ul style="list-style-type: none"> <li>• A parasite infestation of the hair</li> <li>• The lice cling to the hair.</li> <li>• Eggs are laid, attached to the hair close to the skin.</li> <li>• The lice bite the skin for nourishment from the blood; this can lead to secondary infection.</li> </ul>
Sebaceous cyst		✓		<i>If in the lash area. Could cause secondary infection.</i>	<ul style="list-style-type: none"> <li>• Often arises from swollen hair follicles or skin trauma.</li> <li>• A sac of cells is created into which a protein called keratin is secreted.</li> <li>• These cysts are usually found on the face, ears, neck, and trunk.</li> <li>• Usually slow- growing, painless but can become inflamed and tender.</li> </ul>
Cataracts		✓		<i>Lash extensions may further impair vision.</i>	<ul style="list-style-type: none"> <li>• is a clouding of the lens inside the eye which leads to a decrease in vision.</li> <li>• most commonly due to ageing but there are causes.</li> <li>• some people have difficulty with colours, driving, reading and coping with glare from bright lights.</li> </ul>

## **Naming contra-indications**

Clients with contra-indications should be encouraged to seek medical advice so the correct treatment can be received.

Specific contra-indications should not be named by a therapist when referring clients to a general practitioner as they are neither trained nor qualified to make a medical diagnosis. It is unprofessional and the therapist could be wrong. The consequences of this could be legal action against the salon or therapist.

## ***Skin patch testing***

The basic need of a skin sensitivity test is to check the compatibility of the product with the clients skin. Therefore discussing allergies and the overall condition of the skin is one way of predicting how the skin will react to the various products used during the extension application; the therapist should not, however, simply guess. A patch test will enable you to ensure that the extension products will not cause an allergic reaction on the client's skin and should be carried out at least twenty-four hours before the treatment; the patch test procedure is detailed below:

1. Cleanse an area of skin behind the ear, the inside of the wrist or inside elbow with a damp cotton wool pad and some surgical spirit.
2. Using a clean cotton bud, apply a small amount of each of the products used in the lash treatment to the skin.
3. Leave the products on the skin for approximately ten to fifteen minutes – the area can be covered with a plaster if the client does not want to wait in the salon.
4. Remove with a damp cotton wool pad.

If there is no reaction to the products within 48 hours, then it should be safe to carry out the treatment on the client.

An allergic reaction to the products will result in a tingling sensation in the area, redness (also known as erythema) or swelling; this kind of reaction can be soothed with a gentle lotion or cream. You should not perform the treatment on any client who has an allergic reaction to any of the products.

The patch test should be recorded on the client record card and the client should sign to confirm they have received it and agree with the results.

# Anatomy and Physiology

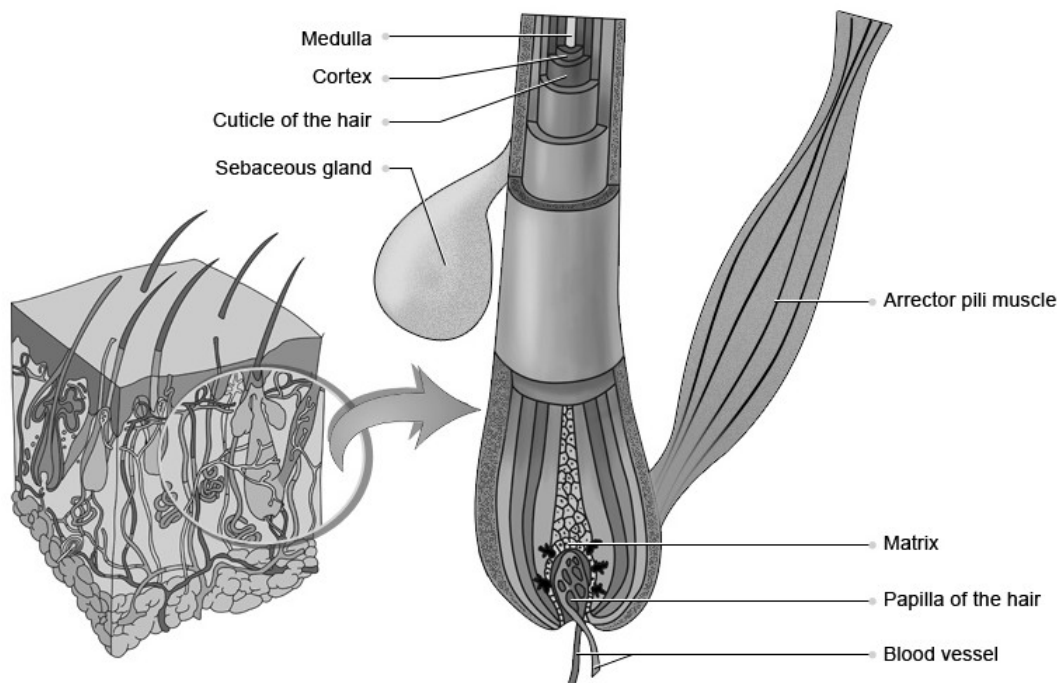
## The Skin & Hair

The skin is the body's largest organ, covering the entire body and is made up of the following layers, with each layer performing specific functions:

- Epidermis
- Dermis
- Subcutaneous fat layer

In addition to serving as a protective layer against heat, light, injury, and infection, the skin seven functions are:

1. Protection
2. Heat regulation
3. Excretion
4. Warning
5. Sensitivity
6. Nutrition
7. Moisture control



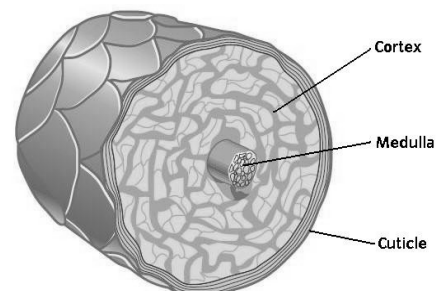
**For example:** The skin sends sensory messages through the nervous system; it regulates heat through sweating and the contracting and relaxing of the arrector pili muscle.

The skin can absorb fatty substances through the hair follicles, but commonly repels water.

Melanin is produced in the skin to provide protection from UV rays however Vitamin D is also produced by the skin when exposed sunlight.

Skin and hair can vary according to hereditary conditions, ethnic origin, hormonal changes in the body, or even external influences such as the environment we live or work in.

Throughout the body, the skin's characteristics vary (i.e., thickness, colour, texture). For instance, the head contains more hair follicles than anywhere else, while the soles of the feet contain none. In addition, the soles of the feet and the palms of the hands the skin is much thicker. The eyelash grows at the edges of the eyelid and protects the eye from dirt or any other potentially harmful object is too close to the eye, therefore the eye reflexively closes as a protective reaction.



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Lorraine Nordmann

**Cross section of the hair**

### The three stages of the hair growth cycle

1. **Anagen** The follicles are always at a different stage of their growth cycle. Therefore hair will not grow back at the same time. Waxing is classed as a temporary means of hair removal. Active stage of hair growth
2. **Catagen** Changing stage of the hair, where the papilla separates from the matrix and the hair follicle degenerates.
3. **Telogen** Tired or resting stage of the hair growth phase.

There are internal and external influences that can also affect the hair growth, which are:

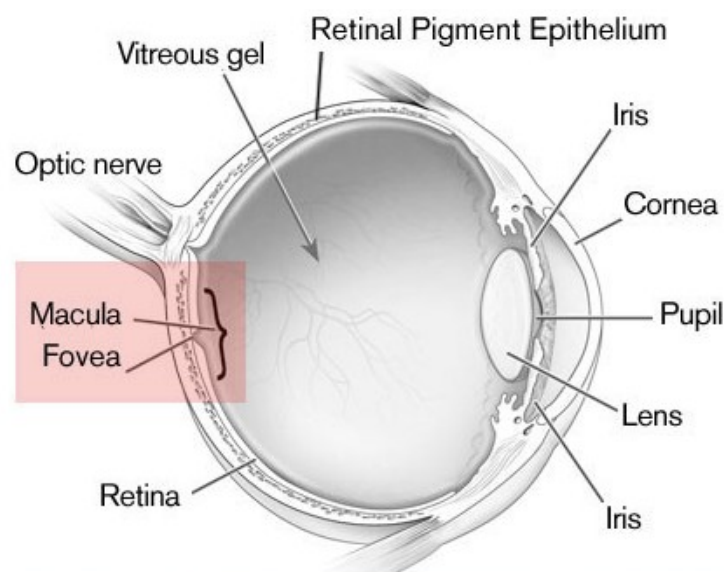
- **Systemic** Is a condition caused by normal or abnormal hormone changes that stimulates hair growth.
- **Topical** Is used to describe external influences on the body such as, sunburn, waxing etc that stimulates the blood supply to the skin, which in turn stimulates hair growth.
- **Congenital** Is used to describe excess hair growth influenced by race, family ethnic origin etc.

**Terminal hair** - Longer and coarser than vellus hairs and most are pigmented. They vary greatly in shape, in diameter and length and in colour and texture. The follicles from which they grow are set deeply in the dermis and have well defined bulbs. Terminal hair is the coarse hair of the scalp, eyebrows, and eyelashes pubic and underarm regions. It is also present on the face, chest and sometimes the back of males.

**Vellus hair** - Fine, downy and soft and are found on the face and over the whole body except the lips, soles of the feet and palms of the hand. They are often unpigmented, rarely longer than 20mm and do not have a medullar or a well-formed bulb. The base of the hair is very close to the skin's surface. If stimulated, the shallow follicle of a vellus hair can grow downwards and become a follicle that produces terminal hairs.

### The Eye

The human eye is an organ that works with the brain to provide vision. To do this the eye's basic function is to catch and focus the light onto the back of the eye, where there are sensory receptors to convert the light energy to neural signals which are relayed to the brain, allowing us to interpret images. The physical effects of the eyelash extension process has on the eye is that it appears to increase the thickness of the cornea.



Credit: National Eye Institute, National Institutes of Health

**You are now all ready for your practical training.  
We are looking forward to seeing you.**