



Thank you for booking the **Basic Facial 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/

The venue

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

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

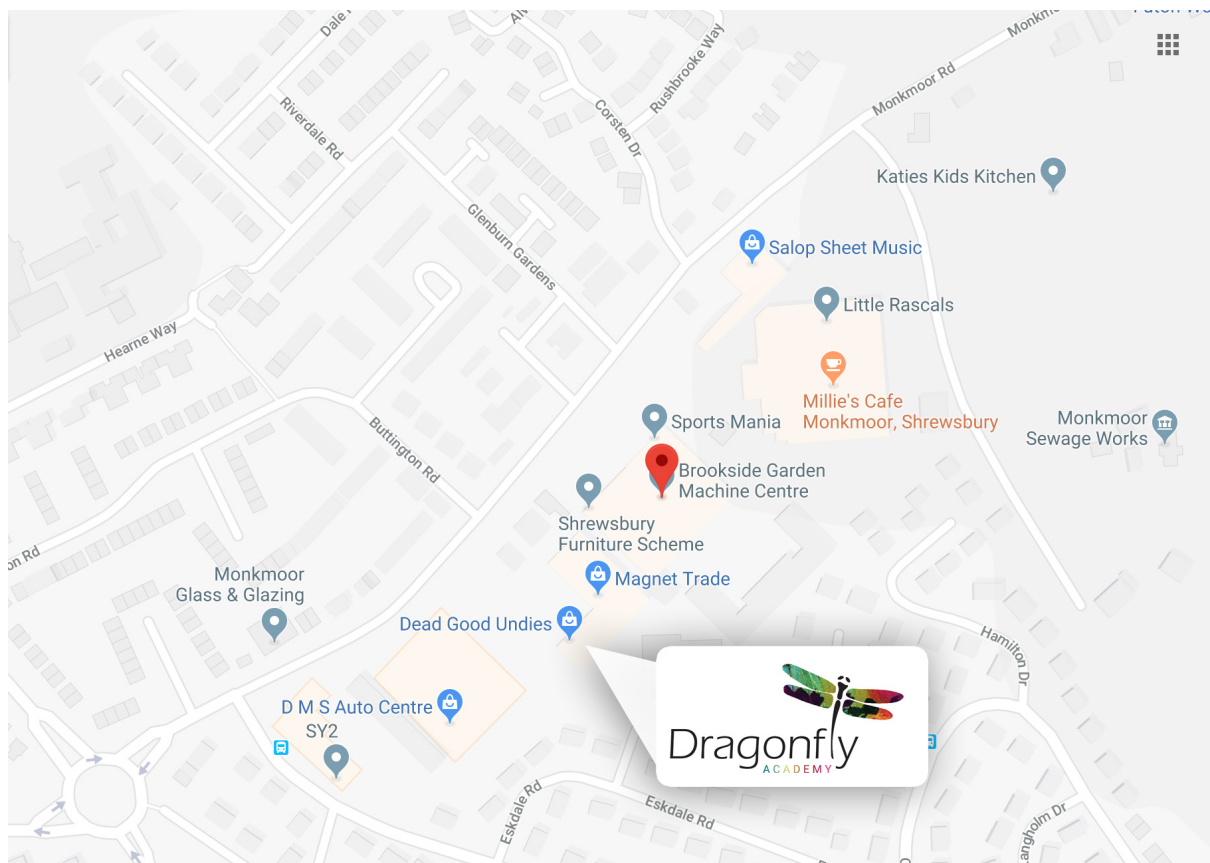
Satnavs do not find the exact building.

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





Basic Facial Course

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 instil 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 afresh 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

Contra Indications are conditions that may be present on a client, and are such that you would not be allowed to proceed with the treatment, unless they have written confirmation from their GP that it is safe to do so.

It is essential that you not only look for these problems, but you should have already asked your client if they were aware of any issues when you did your consultation.

It is vital that you check for contra indications - should you ignore them, so that you can do the treatment and get paid, you could find that the treatment makes the problem worse. If you are at all unsure, you should suggest that the client visits his/her GP to have the matter checked before you provide the treatment. Things to take out or in respect of Facial Massage:

1. Inflammation or swellings, particularly around the eyes
2. Hypersensitive skin -if a client does have this you can ask her to bring her own products for you to work with
3. Contact lenses (which must always be removed prior to treatment)
4. Skin or eye diseases, such as cysts, conjunctivitis, etc
5. Cuts or broken skin around the eye area
6. Extremely vascular skins
7. Asthma or sinus disorders-for these clients you should use masks that do not set only
8. Diabetic -skin can be unstable or have poor healing capacity -you should provide a very gentle massage, without using any head treatments or extractions.
9. Scar tissue less than 3-6 months old.
- 10.Low blood pressure -you should assist your client in getting up and off the couch as she could become dizzy or faint.

Product Issues:

Whilst you are performing the facial, should the following occur, you should immediately remove the product with just water, and ask your client to see her GP.

Erythema - this is a reddening of the skin which is usually accompanied by minor swelling. You could try to reduce the redness by applying a soothing, cool lotion. In severe cases, ice can be applied, but if it remains problem you should recommend that your client sees her GP, and returns when the problem has cleared.

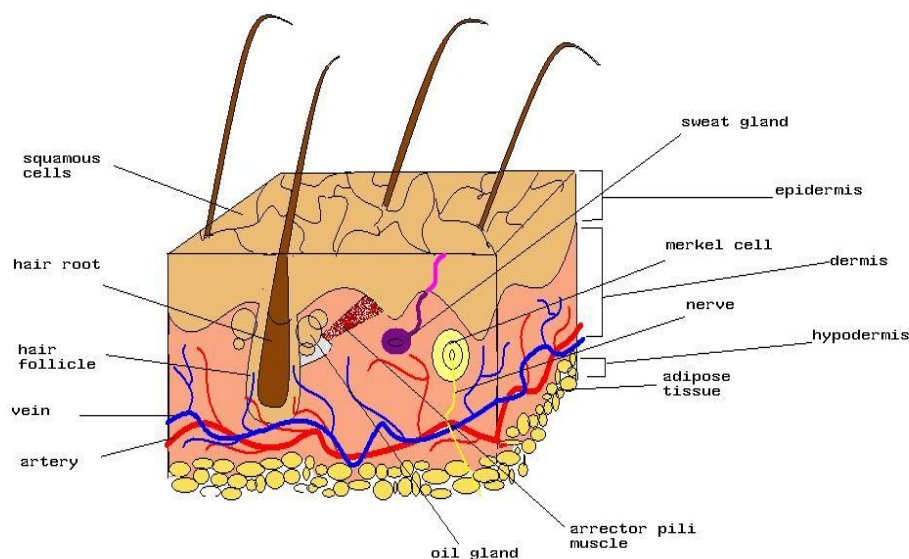
Allergic reaction - itchy, sore areas that can become inflamed.

Apply specific eye make-up remover to damp cotton wool pads and place on each eye. Hold them in place for 5-10 seconds, then gently wipe away the make up.

The Structure of the Skin:

The skin is composed of the following layers:

1. Epidermis - superficial layer of stratified epithelium
2. Dermis or Corium – a lower layer of firmer connective tissue



Epidermis:

The Epidermis is subdivided in five layers which are called:

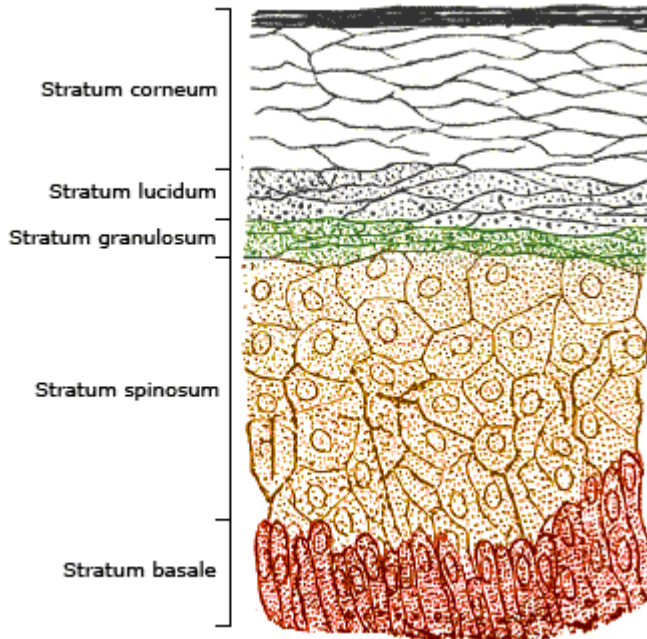
Stratum Corneum:

1. Stratum corneum - outer dead, horny layer
2. Stratum lucidum – cells made of clear protoplasm

3. Stratum granulosum- cells containing granules believed to be the initial stages of keratin formation

Living Stratum:

1. Stratum spinosum -prickle layer consisting of different shaped cells held together by short, thorn like processes
2. Stratum germinativum, basal layer composed of cylindrical cells which rectangular nuclei which reproduce quickly and continually replace the more superficial layers. Some cells are known as melanoblasts which do give some protection from UV light.



STRATA OF THE EPIDERMIS

Hair shafts and ducts for sweat glands pass through all the layers of the epidermis. The epidermis provides a continual process of cell renewal. New plump cells flatten and break down as they move up to the surface where they are shed. This process is known as "Keratinisation" which is due to the presence of the protein "Keratin".

Dermis:

The Dermis comprises white fibrous tissue with yellow elastic fibres interlaced through. It is made up of blood vessels, lymphatics, nerves, tactile corpuscles and hair follicles. There are two layers - the "Papillary Layer" and under that the "Reticular Layer".

There are six functions of the skin, which are:

1. Sensitivity
2. Absorption
3. Protection

4. Elimination
5. Heat Regulation
6. Secretion

1. Sensitivity:

The skin contains nerve ending which act as a warning system in regard to heat, cold, pain, pressure, etc.

2. Absorption:

The hair follicles, the sebaceous gland opening, and the skin are able to absorb, penetration can be affected by the health and condition of the skin.

3. Protection:

The stratum corneum protects the body against its environment. The structure, rate of replacement and physical repair properties of the outer layer protect against bacterial invasion and minor injury. The skin is waterproof and contains body fluid whilst preventing. Entry of large quantities of fluid through the epidermis.

4. Elimination:

Sweat is eliminated from the skin to aid heat regulation.

5. Heat Regulation:

Through dilation of superficial blood capillaries, surface heat is lost and body temperature reduced. This, together with perspiration, which cools on the skin's surface, reduces discomfort. To retain heat, blood vessels constrict which slows the blood", giving it a blue appearance due to the loss of oxygen. Erector pili muscles can cause upstanding hair to trap air close to the surface to keep heat in.

6. Secretion:

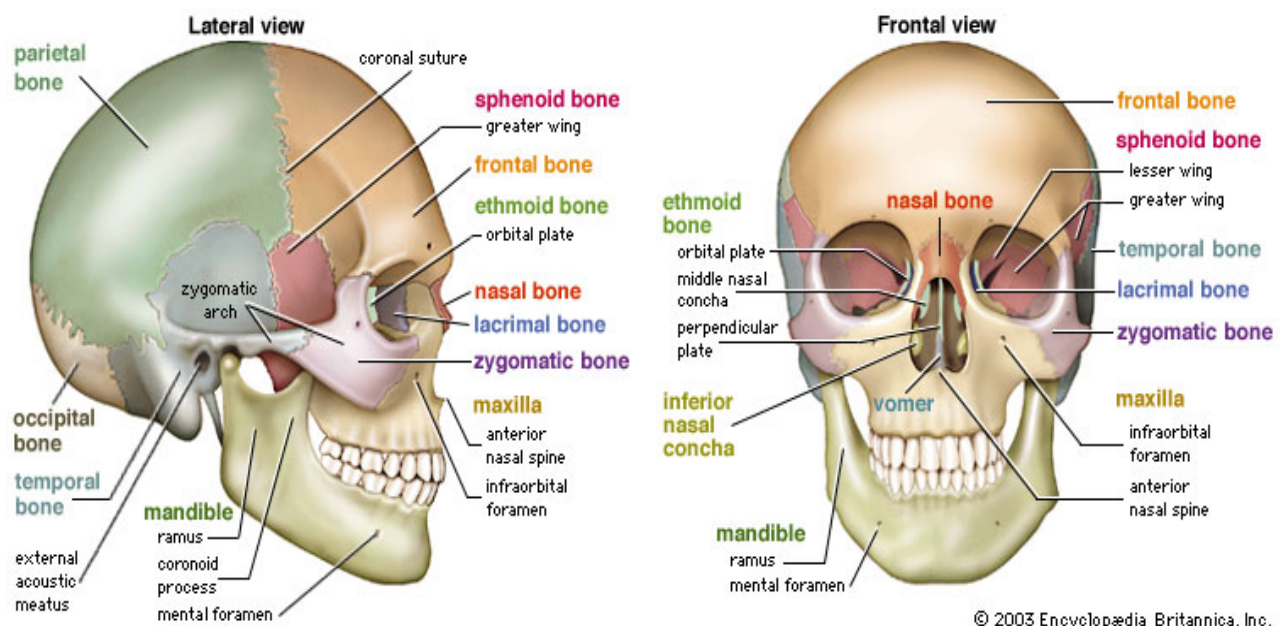
Sebaceous secretion (sebum) and perspiration help to keep the skin supple and intact. They have a bacterial and fungicidal effect.

Bones of the Head and Face:

The box like cavity that contains and protects the brain is usually referred to as the cranium, and is made up of 8 bones. The face is made up of 14 bones and there are a further 7 internal bones which are deeply situated and do not affect the contour of the face.

All the bones are fixed in position with the exception of the mandible.

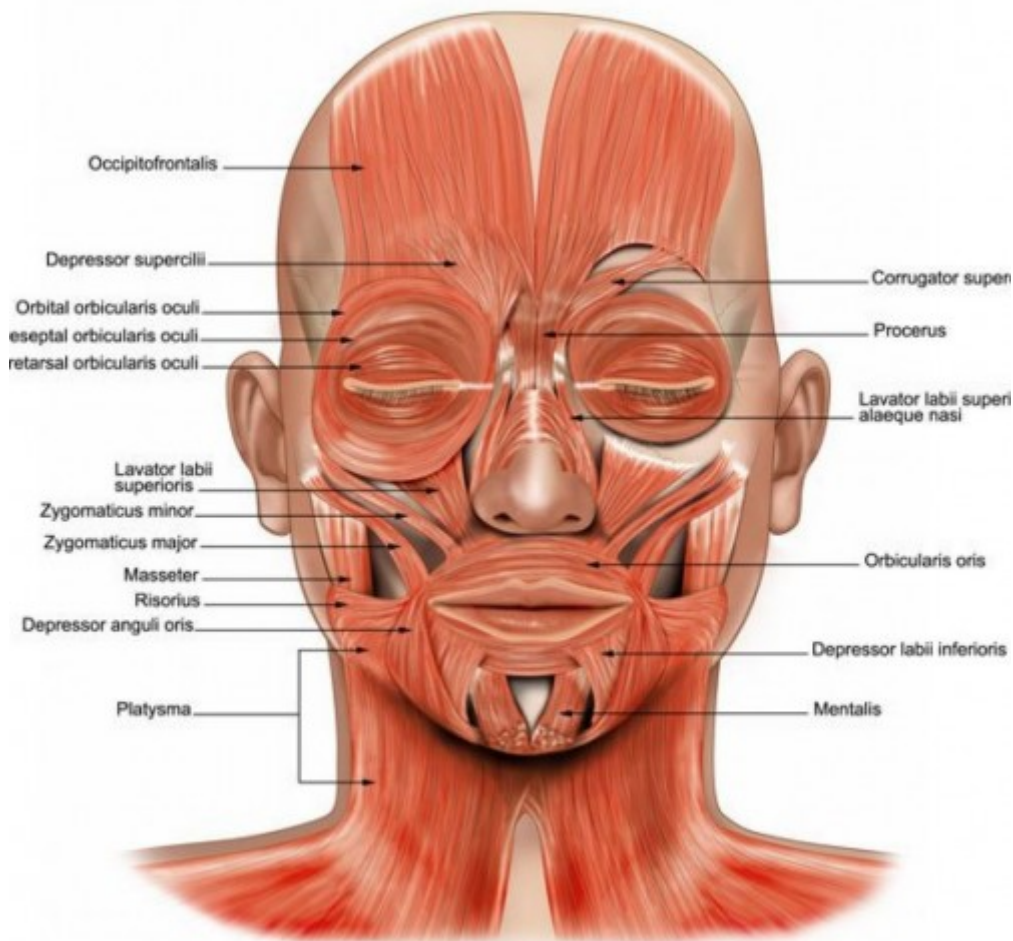
Bones of the Cranium, Bones of the Face:



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Muscles of the Head and Shoulder Girdle:

Muscles are what give each face its characteristic shape. They vary in strength and shape, consisting of only a few pale muscle bands in some people, and solid muscle plates in others.



Muscles of Facial Expression & Mastication

Elevates and lowers mandible. Its origin is in the cheek bone and its insertion, attached to the mandible.

1. Muscles of Mastication:

Masseter: Elevates mandible, closes mouth and aids mastication. It is a fan shaped muscle, running from the temporal bone to the mandible.

Temporalis

Elevates mandible, closes mouth and aids mastication. It is a fan shaped muscle, running from the temporal bone to the mandible.

Medial and Lateral Pterygoid:

Aids, the masseter in elevating and protruding the mandible and permits side to side grinding motion to assist mastication. It is a wing shaped muscle.

2. Muscles of Facial Expression:

Orbicularis Oculi: It is a sphincter muscle surrounding the eye socket. It is connected with the wrinkling of the skin around the eyes, the opening and closing of the eyelid and involuntary blinking.

Corrugator: A small, narrow muscle which follows the eyebrow line. It is used to wrinkle the forehead (frowning) and to raise the brows.

Procerus: It covers and wrinkles the bridge of the nose and draws the brows down.

Nasalis: Consists of two small muscles around the nostrils; the dilator naris, which dilates the nostril, and the compressor naris which narrows the nostril.

This muscle draws down the tip of the nose.

Depressor Septi:

This muscle draws down the tip of the nose.

Buccinator: Located at the side of the face between the upper and lower jaw. It keeps the cheek stretched during opening and closing of the mouth, thus preventing injury by the teeth.

Quadratus Labii Superioris: Consists of 3 strips on the upper lip. Its function is to raise and draw back the upper lip and to elevate the nostrils as in an expression of distaste.

Quadratus Labii Inferioris: It surrounds the lower part of the lip and draws the lower lip down.

Orbicularis Oris:

A sphincter muscle which surrounds the lips in a broad band. Used in lip movements such as whistling and kissing. .

Carinus: It originates in the maxilla and raises the angle of the mouth, as in snarling.

Risorius:

It extends from the masseter muscle to the angle of the mouth. It draws the corner of the mouth out and back, as in grinning.

Zygomaticus: Extends from the zygomatic bone to the angle of the mouth and draws the angle of the mouth backwards and upwards, as in laughing.

Triangularis:

It is a triangular plate converging at the corner of the mouth. It extends along the side of the chin and draws down the corner of the mouth.

Mentalis:

It is a triangular plate converging at the corner of the mouth. It extends along the side of the chin and draws down the corner of the mouth.

This is the chin muscle; it elevates the skin of the chin and turns the lower lip outwards.

Muscles of the Scalp:

Occipito frontalis:

This is formed by the occipitalis which is the posterior part and draws the scalp backwards and the frontalis at the front which raises the eyebrows, draws the scalp forwards and wrinkles the forehead.

Muscles of the Head and Shoulder Girdle:

Platysma:

A Broad muscle originating from the chest and shoulder muscles and inserting into the muscles at the side of the chin. It depresses the lower lip and jaw and in an expression of sadness.

Sterno-Cleido Mastoid:

It extends from the collar and chest bones to the temporal bone. It draws the head towards the shoulder, either from side to side or forwards, as in nodding.

Trapezius:

A three cornered muscle which covers the back of the neck and upper back. It draws the head backwards or to one side and rotates and steadies the scapula (shoulder blade).

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