

SKIN CARE TECHNICIAN

Provincial Occupational Analysis

2013

Apprenticeship
Manitoba

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GUIDE TO ANALYSIS

DEVELOPMENT OF ANALYSIS

A draft analysis is developed by a knowledgeable consultant who, with the assistance of a committee of industry experts, identifies all the tasks performed in the occupation.

The analysis is forwarded to specialists in the field for validation. Their recommendations are assessed and incorporated into the final draft which also includes the identification of the common core tasks performed in the occupation.

STRUCTURE OF ANALYSIS

To facilitate the understanding of the nature of the occupation, the work performed is divided into the following divisions:

BLOCK

Is the largest division within the analysis and reflects a distinct operation relevant to the occupation.

TASK

Is the distinct activity that, combined with others, makes up the logical and necessary steps the worker is required to perform to complete a specific assignment within a "BLOCK."

SUB-TASK

Is the smallest division into which it is practical to subdivide any work activity and, combined with others, fully describes all duties constituting a "TASK."

Supporting Knowledge and Abilities

The element of skill and knowledge that an individual must acquire to perform the task adequately.

Trends

Any shifts or changes in technology which affect the blocks are identified under this heading.

VALIDATION METHOD

A draft of the analysis is sent to a representative number of trade experts in Manitoba for validation. The trade expert reviews each sub-task in the analysis and provides feedback on whether it is performed by workers in the occupation in Manitoba.

The Provincial Advisory Committee (PAC) applies percentage ratings to the blocks and tasks. This method for validation identifies common core tasks across Manitoba and establishes the relative importance of the blocks and tasks for the creation of a provincial certification examination.

DEFINITIONS

- YES:** the sub-task is performed by workers in the occupation.
- NO:** the sub-task is not performed by workers in the occupation.
- BLOCK %:** the average number of questions (items), derived from the collective decision made by the Provincial Advisory Committee, which will be placed on a provincial examination to assess each block of the analysis.
- TASK %:** the average number of questions (items), derived from the collective decision made by the Provincial Advisory Committee, which will be placed on a provincial examination to assess each task of the analysis.

PIE CHART (APPENDIX “C”)

The pie chart depicts the percentages the Committee assigned to blocks in the analysis during validation.

SCOPE OF THE TRADE: SKIN CARE TECHNICIAN

Skin Care Technicians provide a service to individuals through their professional knowledge and expertise in the use of cosmetic products and treatments.

A skin care technician performs the following:

- Cleansing of face, neck and shoulders
- Skin care treatments
- Advanced skin treatments
- Facial treatments
- Body treatments
- Analysis of skin condition
- Facial masks
- Make-up artistry and techniques
- Hair removal by depilatory methods
- Relaxation massages and muscle toning
- Correction of skin problems using currents
- Lash and brow tinting
- Individual eyelash application

OBSERVATIONS AND TRENDS ARISING FROM ANALYSIS

Due to the growing demand for services, there is a need for better pre-service and post-service consultation between the skin care technician and the client. This trend has altered the role and skill requirements of the skin care technician. In addition, the introduction of the computer has created a need for a new set of skills.

Considerable variations are evident among salons regarding the nature and range of services provided. Trends in this industry including permanent make-up, chemical peels, electronic toning, micro-dermabrasion (to eliminate scarring) and lymphatic drainage massage (the elimination of toxins through lymph nodes).

Skin care technicians are also involved in retailing products for at-home maintenance programs, further expanding the marketing, product knowledge and skill required in the occupation.

ANALYSIS

BLOCK A

SAFETY AND SANITATION

Trends:

Growing concerns of the spread of communicable diseases have led to an increased emphasis on safety and sanitation. Disposable equipment and supplies are more widely used for convenience and sanitation. There is also an ever-increasing importance being placed on standardization of protocols and procedures related to safety and sanitation.

TASK 1 MAINTAINS A SAFE WORKPLACE ENVIRONMENT.

Sub-task

1.01 Assesses workplace safety.

Supporting Knowledge and Abilities

Knowledge of applicable safety and health standards, provincial and local regulations

Knowledge of occupational health hazards and methods of prevention

Knowledge of personal protective wear such as face mask, protective eyewear, gloves

Ability to identify health and safety hazards, in order to eliminate human injuries, damage to tools, equipment and environmental contamination

Ability to abide by governing legislation and regulations by the Province of Manitoba

1.02 Cares for common tools and equipment.

Supporting Knowledge and Abilities

Knowledge of basic maintenance requirements for tools and equipment, according to manufacturer's instructions

Knowledge of sharps containers for disposal of sharp-edged objects

Knowledge of safety practices and regulations for common hand/electric tools

Ability to perform basic maintenance according to manufacturer's instructions

1.03 Handles hazardous materials safely.

Supporting Knowledge and Abilities

knowledge of the various products, chemicals and their related hazards

knowledge of WHMIS and MSDS

ability to handle various products for personal and client's safety

ability to obtain WHMIS and MSDS

ability to follow manufacturers' specifications

ability to determine one's legal right if working under hazardous conditions

1.04 Practices effective fire prevention.

Supporting Knowledge and Abilities

knowledge of various classes of fires and extinguishers

knowledge of proper storage and handling of flammable liquids and materials

knowledge of fire safety

ability to locate fire extinguishers, fire exits and fire department phone numbers

ability to operate emergency safety equipment

ability to follow emergency safety procedures

1.05 Practices first aid and CPR. **Supporting Knowledge and Abilities**

knowledge of basic first aid and CPR

ability to perform first aid and CPR

TASK 2 SANITIZES/DISINFECTS AND STERILIZES.

Subtask

2.01 Sanitizes workstation. **Supporting Knowledge and Abilities**

Knowledge of Health Canada/Jurisdictional health standards

Knowledge of Manufacturer's specifications

Knowledge of solution ratios and strength(s)

Knowledge of sanitation aspects regarding the use of workstations

Ability to sanitize workstation

2.02 Sanitizes and sterilizes equipment. **Supporting Knowledge and Abilities**

Knowledge of washing implements before the sanitation and sterilization process

Ability to wash implements before the sanitation and sterilization process

Ability to use autoclave or dry heat

2.03 Sanitizes bedding and towels. **Supporting Knowledge and Abilities**

Knowledge of the correct use of washer and dryer

Ability to manage existing stock, to ensure an adequate supply of clean bedding and towels

Ability to use washer and dryer according to manufacturer's instructions

2.04 Practices infection control.

Supporting Knowledge and Abilities

Knowledge of the spread of infectious diseases and methods of prevention

Knowledge of housekeeping operations

Knowledge of personal and public hygiene

Ability to sort waste products for recycling

2.05 Practices personal hygiene.

Supporting Knowledge and Abilities

Knowledge of proper attire, personal hygiene, and personal grooming

Ability to maintain proper attire, personal hygiene, and personal grooming

BLOCK B

BUSINESS MANAGEMENT

Trends:

Computers and software for the Skin Care Technician trade are now used for scheduling, recordkeeping, and bookkeeping. The documentation of clients' records is important in cases of liability.

TASK 3 COMPLETES CLIENT INFORMATION RECORD.

Sub-task

3.01 Obtains personal and medical information.

Supporting Knowledge and Abilities

Knowledge of recordkeeping

Knowledge of allergic reactions and treatment contraindications

Knowledge of medical conditions for specific clients

Knowledge of *The Freedom of Information and Protection of Privacy Act* (Manitoba)(S.M.1997,c.50-cap.F175

Ability to record data on record cards and forms and/or use a computer data file

3.02 Records treatments.

Supporting Knowledge and Abilities

Ability to record services provided and results of treatments to clients

Ability to record results of treatment analysis

Ability to complete a client's record card and obtain signature

3.03 Maintains an organized filing system.

Supporting Knowledge and Abilities

Knowledge of filing systems and techniques

Ability to use a system for file keeping

Ability to review and update files

Ability to file routinely and systematically

3.04 Practices ethical behaviour.

Supporting Knowledge and Abilities

Knowledge of business ethics

Ability to demonstrate professional ethics

Ability to maintain client confidentiality

TASK 4 PERFORMS RECEPTION DUTIES.

Sub-task

4.01 Interacts with clients.

Supporting Knowledge and Abilities

Knowledge of interpersonal relations

Knowledge of telephone etiquette

Ability to greet and direct clients

Ability to schedule appointments

Ability to handle client concerns

Ability to demonstrate professionalism, initiative, courtesy, tact, discretion, flexibility

Ability to analyze, handle and settle complaints according to company policies

4.02 Performs retail functions. Supporting Knowledge and Abilities

- Knowledge of services/products and their costs
- Knowledge of salon policy regarding product pricing
- Knowledge of sales transaction procedures
- Knowledge of attractive display techniques
- Knowledge of product promotion
- Ability to price products
- Ability to complete sales/service transactions
- Ability to display products attractively
- Ability to promote products to clients

4.03 Maintains office and waiting area. Supporting Knowledge and Abilities

- Knowledge of professional image of reception areas
- Ability to maintain attractive, clean and comfortable salon

TASK 5 PERFORMS SALON MANAGEMENT FUNCTIONS.

Sub-task

5.01 Tallies individual daily intake. Supporting Knowledge and Abilities

- Knowledge of basic math calculations
- Knowledge of salon's policy on timesheets
- Ability to record individual technician's intake
- Ability to tally sales slips and record results to master sheet
- Ability to compute mentally and/or use electronic devices

5.02 Records working hours.

Supporting Knowledge and Abilities

Knowledge of salon's policy on timesheets

Ability to complete timesheets

Ability to record working hours

5.03 Maintains inventory control.

Supporting Knowledge and Abilities

Knowledge of importance of inventory control

Knowledge of safe practices for lifting and stocking

Ability to check inventory, order supplies, count and organize received supplies, complete inventory forms and follow-up

Ability to delete products sold and restock new products

Ability to rotate stock

Ability to write legibly and compute accurately

Ability to report missing and/or outstanding products

Ability to analyze sales trends

Ability to determine re-order point, schedule purchases and deliveries, check delivery receipts and verify invoices

Ability to check expiry dates

Ability to stock in an organized manner

BLOCK C
BASIC JOB SKILLS

Trends:

Changes are always occurring with new products and services and the technologies associated with them. This has led to increased public awareness of and demand for these new trends.

TASK 6 PERFORMS A CONSULTATION.

Sub-task

6.01	Introduces and orients client to salon.	Supporting Knowledge and Abilities Knowledge of interpersonal relations Ability to interact effectively with clients Ability to communicate to interpret client's instructions
6.02	Performs analysis for service requested.	Supporting Knowledge and Abilities Knowledge of sensitivity-testing procedures Knowledge of service related diseases and disorders Ability to assess and analyze client's needs
6.03	Recommends treatment or service.	Supporting Knowledge and Abilities Knowledge of products, procedures and side effects Ability to recommend services based on analysis and appropriate treatment

TASK 7 PERFORMS SERVICE.

Sub-task

7.01 Prepares client.

Supporting Knowledge and Abilities

Knowledge of removal and securing of client's personal belongings

Knowledge of draping and positioning client

Ability to select cleansing products

Ability to handle chemical products

7.02 Carries out service.

Supporting Knowledge and Abilities

Knowledge of service procedures.

Ability to provide service.

7.03 Provides post-treatment care information and/or products.

Supporting Knowledge and Abilities

Knowledge of post-treatment products

Ability to assist client in departure

Ability to instruct clients regarding post-treatment care and future appointments

BLOCK D

SKIN CARE TREATMENTS

Trends:

There has been an increased use in equipment for face and body. More holistic treatments are performed including aromatherapy and massage for stress relief. There is also an increased awareness and application of medical approaches to treatments.

TASK 8 PERFORMS BODY TREATMENTS.

Sub-task

8.01 Determines specific product line to be used.

Supporting Knowledge and Abilities

Knowledge of different product lines carried in salon

Knowledge of skin conditions and contra-indications

Ability to assess skin and recommend proper treatment

8.02 Follows manufacturers' recommendations.

Supporting Knowledge and Abilities

Knowledge of manufacturers products

Ability to perform required treatment according to manufacturers' specifications

Ability to assess skin and recommend proper treatment

8.03 Performs spa treatments.

Supporting Knowledge and Abilities

Knowledge of spa treatments

Knowledge of manufacturers products

Ability to perform spa treatments

Ability to perform required treatment according to manufacturers' specifications

TASK 9 PERFORMS BASIC SKIN TREATMENTS.

Sub-task

- 9.01 Performs skin analysis. Supporting Knowledge and Abilities**
- Knowledge of skin conditions, types, diseases and disorders
 - Ability to perform a skin analysis
- 9.02 Cleanses and exfoliates skin. Supporting Knowledge and Abilities**
- Knowledge of exfoliation products and techniques
 - Ability to exfoliate in an appropriate manner
- 9.03 Performs extractions. Supporting Knowledge and Abilities**
- Knowledge of proper techniques
 - Knowledge of facial equipment used in this process
 - Knowledge of products used for anti-bacterial treatments
 - Knowledge of skin's tolerance
 - Ability to extract manually
 - Ability to identify skin's tolerance
 - Ability to use equipment and/or products
- 9.04 Performs massages. Supporting Knowledge and Abilities**
- Knowledge of products for skin types
 - Knowledge of massage equipment
 - Ability to apply products and perform massage service
 - Ability to remove products

Ability to use equipment

9.05 Applies skin mask products.

Supporting Knowledge and Abilities

Knowledge of products

Knowledge of product application time

Knowledge of removal procedures for products used

Ability to select appropriate products for skin type

Ability to apply products according to manufacturers' recommendations

Ability to remove product

9.06 Applies toner.

Supporting Knowledge and Abilities

Knowledge of toner

Knowledge of appropriate products for skin type

Knowledge of equipment used in this process

Ability to apply toner

Ability to use equipment in this process

9.07 Applies protective products.

Supporting Knowledge and Abilities

Knowledge of products

Ability to apply products

9.08 Prescribes home care.

Supporting Knowledge and Abilities

Knowledge of products

Ability to recommend appropriate home care products

TASK 10 PERFORMS SPECIALIZED FACIAL TREATMENTS.

Sub-task

10.01 Performs skin analysis.

Supporting Knowledge and Abilities

Knowledge of skin conditions

Ability to perform skin analysis

10.02 Determines specific product line and equipment to be used.

Supporting Knowledge and Abilities

Knowledge of manufacturers' products and equipment

Knowledge of specialized treatments

Ability to assess skin and recommend proper treatments

10.03 Follows manufacturers' recommendations.

Supporting Knowledge and Abilities

Knowledge of manufacturers' products and equipment

Ability to perform required treatments according to manufacturers' specifications

TASK 11 PERFORMS MAKE-UP ARTISTRY.

Sub-task

11.01 Prepares client for make-up application.

Supporting Knowledge and Abilities

Knowledge of draping client

Knowledge of appropriate products for skin types

Knowledge of application procedures

11.02 Applies make-up.

Supporting Knowledge and Abilities

Knowledge of facial shapes and features

Knowledge of enhancing and concealing techniques

Knowledge of colour theory

Knowledge of make-up products and equipment

Knowledge of make-up application techniques

Knowledge of natural skin tones

Knowledge of make-up brushes

Ability to match make-up to client's skin tone

Ability to apply make-up artistically

TASK 12 PERFORMS HAIR REMOVAL.

Sub-task

12.01 Performs client consultation.

Supporting Knowledge and Abilities

Knowledge of contra-indications

Ability to determine service based on contra-indications

12.02 Prepares skin for hair removal.

Supporting Knowledge and Abilities

Knowledge of pre-treatment products

Knowledge of measuring eyebrow shape and size for client

Ability to use pre-treatment products

Ability to measure eyebrow shape and size for client

12.03 Performs hair removal.

Supporting Knowledge and Abilities

Knowledge of tweezing techniques

Knowledge of shaping eyebrows by tweezing

Knowledge of application of depilatory products to hair growth pattern

Knowledge of removal of depilatory products

Ability to shape eyebrow according to client

Ability to tweeze unwanted hair

Ability to remove depilatory products

12.04 Applies post-treatment products.

Supporting Knowledge and Abilities

Knowledge of post-treatment products

Ability to use post-treatment products

12.05 Prescribes home care.

Supporting Knowledge and Abilities

Knowledge of skin after-care products

Ability to explain skin after-care procedures

TASK 13 PERFORMS LASH/BROW TINTS

Sub-task

13.01 Prepares client for lash/brow tint.

Supporting Knowledge and Abilities

Knowledge of cleansing and protective products

Knowledge of lash/brow tint products

Ability to select appropriate tinting product for client

Ability to apply protective products to client

Ability to dispense and mix tinting products

13.02 Applies tinting product.

Supporting Knowledge and Abilities

Knowledge of product application

Knowledge of processing and colour absorption time

Ability to apply product

Ability to remove tinting product

13.03 Tests tinting results.

Supporting Knowledge and Abilities

Knowledge of client's desired result

Knowledge of colour mixtures for intensity and duration

Ability to determine desired colour

APPENDICES

Appendix “A”

Implements and Equipment: Skin Care Technician

Skin care technicians commonly use the following implements and equipment:

Alcohol Sanitizer	Measuring Cups
Applicator/Spray Bottle	Mop
Appointment Book	Muslin Cloth Strips
Blankets	Note Book
Brooms	Plastic/Metal or Glass Bowl
Brushes: brow, mask, exfoliation	Policy Manual
Brushing Machine	Protective Caps
Buckets	Recycling Containers (Biohazard)
Calculators	Safety Glasses
Cash Register	Sanitizing Jar
Client Record Cards	Scissors
Comedones Extractors	Sharps Containers
Computer and Software (optional)	Sheets
Cosmetic Brushes/Applicators	Skin Analysis Equipment
Dryer (Clothes)	Smocks/Salon Gowns
Dry Heat Sterilizer	Spatulas
Dustpan	Sponges
Electric Facial Steamer	Stapler
Electric High Frequency Machine	Sterilizers
Electric Magnifying Lamp	Sterilizer Jar
Electric Mask	Stir Stick
Electric Pulverizer	Suction Machine
Electric Spray Machine	Swivel Chair
Eye Pads	Telephone/Answering Machine
Eyebrow Brush	Timer
Eyebrow Tweezers	Towels
Eyelash Curler	Treatment Mitts
Facial Bed	Ultraviolet Sanitizer
Facial Tissues	Vacuum Cleaner
Finger Cots	Vapor Mask
First Aid Kit	Washing Machine
Galvanic Current Machine	Waste Can
Gloves	Water Bowl
Hair Removal Tools	Water Heater
Hand Mirrors	Wet Sanitizer
Head Band	Wooden Wax Applicator
Infra-red Light	Woods Lamp
Lancets	

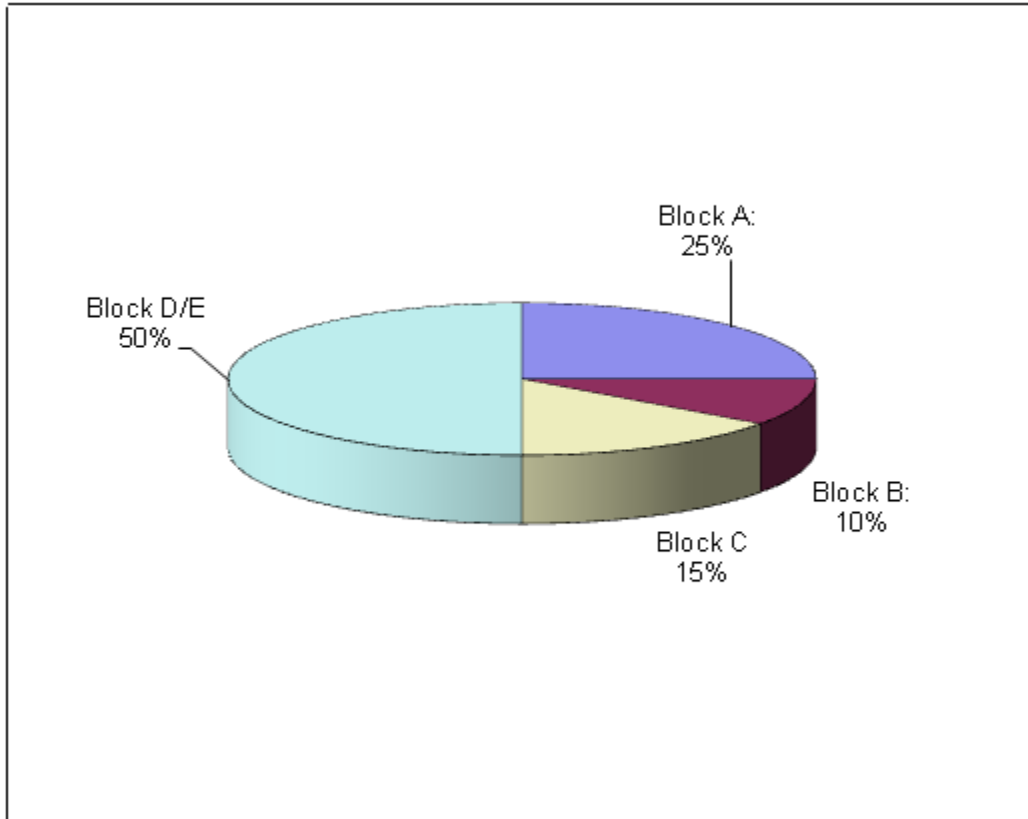
Appendix B: Skin Care Technician

Glossary

Antiseptic	Chemical agent that prevents the growth of bacteria.
Aromatherapy	The use of aromatic fragrances to induce relaxation; used in the practice of esthetics; facial and body treatments.
Contra-indication	To indicate danger.
Depilatory	Preparations used for the temporary removal of hair.
Disinfect	To destroy micro-organisms on any object.
Disinfectant	A chemical agent that kills bacteria (stronger than an antiseptic).
Exfoliation	Peeling and shredding of the horny layer of the skin; a process that normally follows inflammation or may occur in some skin diseases.
Extractions	Pull out, to withdraw by physical or chemical process.
Tweezers	A pair of small tweezers to remove or extract hair.
Massage	A rubbing and kneading of the body to stimulate the circulation of the blood and make the muscles and joints more supple.
Sanitize	To render objects clean and sanitary
Sterilize	To render sterile; to make free from all bacteria (harmful or beneficial).

Appendix “C”

Block Percentages



Titles of Blocks

Block A	Safety and Sanitation
Block B	Business Management
Block C	Basic Job Skills
Block D	Skin Care

The average number of questions, derived from the collective decision made by workers within the occupation from all areas of the province, which will be placed on a one-hundred question provincial examination to assess each block of the analysis.

Appendix “D”

SKIN CARE TECHNICIAN Task Profile Chart

BLOCKS	TASKS	SUB-TASKS				
A Safety and Sanitation	1. Maintains a safe workplace environment.	1.01 Assesses workplace safety.	1.02 Cares for common tools and equipment.	1.03 Handles hazardous materials safely.	1.04 Practices effective fire prevention.	1.05 Practices first aid and CPR.
	2. Sanitizes/ disinfects and sterilizes.	2.01 Sanitizes work station.	2.02 Sanitizes and sterilizes equipment.	2.03 Sanitizes bedding and towels.	2.04 Practices infection control.	2.05 Practices personal hygiene.
B Business Management	3. Completes client information record.	3.01 Obtains personal and medical information.	3.02 Records treatments.	3.03 Maintains an organized filing system.	3.04 Practices ethical behavior.	
	4. Performs reception duties.	4.01 Interacts with clients.	4.02 Performs retail functions.	4.03 Maintains office and waiting area.		
	5. Performs salon management functions.	5.01 Tallies individual daily intake.	5.02 Records working hours.	5.03 Maintains inventory control.		
C Basic Job Skills	6. Performs a consultation.	6.01 Introduces and orients client to salon.	6.02 Performs analysis for service requested.	6.03 Recommends treatment or service.		

BLOCKS**TASKS****SUB-TASKS**

	7. Performs service.	7.01 Prepares client.	7.02 Carries out service.	7.03 Provides post-treatment care information and/or products.		
D Skin Care Treatments	8. Performs body treatments.	8.01 Determines specific product line to be used.	8.02 Follows manufacturers' recommendations.	8.03 Performs spa treatments.		
	9. Performs basic skin treatments.	9.01 Performs skin analysis.	9.02 Cleanses and exfoliates skin.	9.03 Performs extractions.	9.04 Performs massage.	9.05 Applies skin mask products.
		9.06 Applies toner.	9.07 Applies protective products.	9.08 Prescribes home care.		
	10. Performs specialized facial treatments.	10.01 Determines specific product line to be used.	10.02 Follows manufacturers' recommendations.			
	11. Performs make-up artistry.	11.01 Prepares client for make-up.	11.02 Applies make-up.			
	12. Performs hair removal.	12.01 Performs client consultation.	12.02 Prepares skin for hair removal.	12.03 Performs hair removal.	12.04 Applies post-treatment products.	12.05 Prescribes home care.
	13. Performs lash/brow tints.	13.01 Prepares client for lash and brow tint.	13.02 Applies and removes tinting product.			