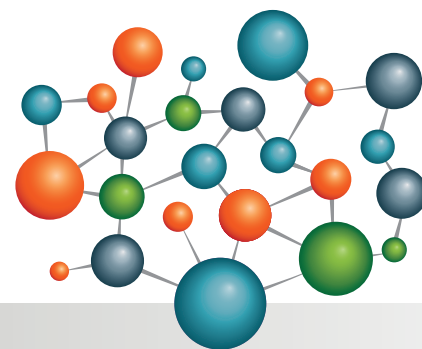


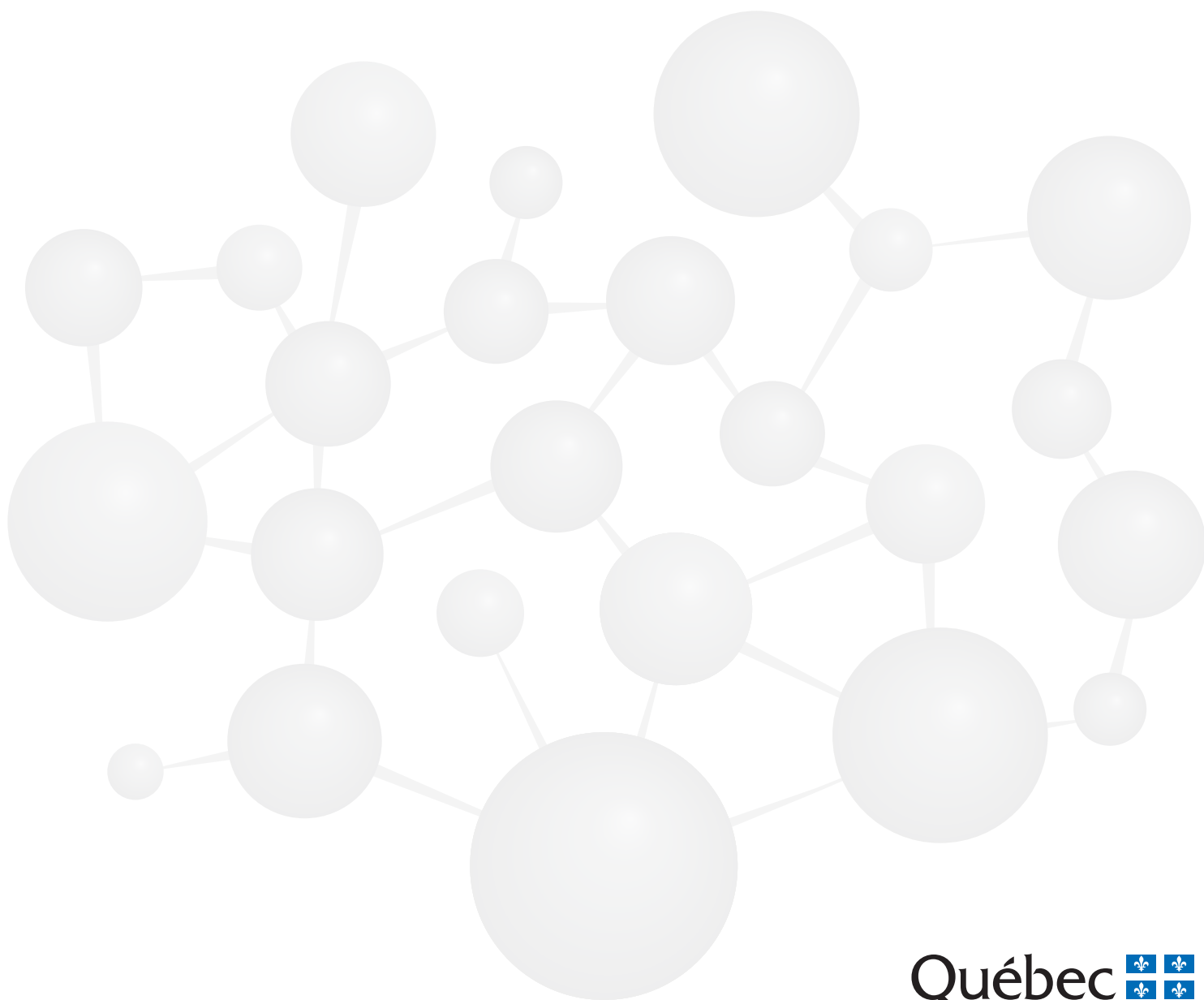
PROGRAM OF STUDY

AESTHETICS (DVS 5839)

Training sector:
BEAUTY CARE



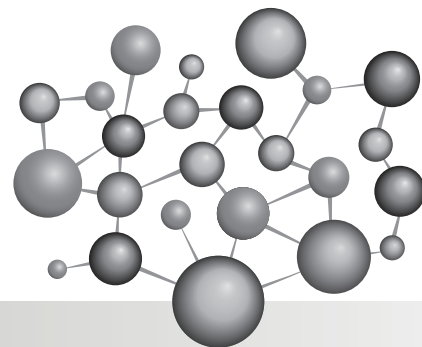
MINISTÈRE DE L'ÉDUCATION ET DE L'ENSEIGNEMENT SUPÉRIEUR



PROGRAM OF STUDY

AESTHETICS (DVS 5839)

Training sector:
BEAUTY CARE



MINISTÈRE DE L'ÉDUCATION ET DE L'ENSEIGNEMENT SUPÉRIEUR



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Ministère de l'Éducation et de l'Enseignement supérieur

Technical Editing

Under the supervision of the Direction de la formation
professionnelle du ministère de l'Éducation et de l'Enseignement
supérieur

© Gouvernement du Québec
Ministère de l'Éducation et de l'Enseignement supérieur, 2019

ISBN 978-2-550-83648-3 (Print version)
ISBN 978-2-550-83649-0 (PDF)

Legal Deposit – Bibliothèque et Archives nationales du Québec, 2019

Acknowledgments

The Ministère de l'Éducation et de l'Enseignement supérieur would like to thank the many people working in the field and in the education community who participated in the development of this vocational training program, in particular the following individuals

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Introduction to the Program

In vocational training, a program of study presents the competencies required to practise a given trade or occupation at entry level on the job market. The training provided allows students to acquire a degree of versatility that will be useful in their career and personal development.

A program is a coherent set of competencies to be developed. It outlines the knowledge and broad orientations to be favoured during training. The competencies correspond to the tasks of the trade or occupation or to activities related to work, vocational or personal life, depending on the case. Learning is acquired in a specific achievement context and targets the ability to act, succeed and evolve.

According to the *Education Act*,² “every program shall include compulsory objectives and contents and may include optional objectives and contents that shall be enriched or adapted according to the needs of students who receive the services.” For behavioural competencies, the compulsory components include the statement of the competency, the elements of the competency, the achievement context and the performance criteria; for situational competencies, they include the corresponding components.

For information purposes, programs also provide a grid of competencies, educational aims, a summary of competency-related knowledge and know-how, and guidelines. They also specify the suggested duration of each competency. All optional components of a program may be enriched or adapted according to the needs of the students, the environment and the workplace.

Program Components

Program Goals

Program goals consist of the expected outcome at the end of training, as well as a general description of a given trade or occupation. They also include the four general goals of vocational training.

Educational Aims

Educational aims are broad orientations to be favoured during training in order to help students acquire intellectual or motor skills, work habits or attitudes. Educational aims usually address important aspects of career and personal development that have not been explicitly included in the program goals or competencies. They serve to orient appropriate teaching strategies to contextualize students' learning, in keeping with the dimensions underlying the practice of a trade or occupation. They help guide educational institutions in implementing the program.

Competency

A competency is the ability to act, succeed and evolve in order to adequately perform tasks or activities related to one's working or personal life, based on an organized body of knowledge and skills from a variety of fields, perceptions, attitudes, etc.

A competency in vocational training can be defined in terms of a behaviour or a situation, and includes specific practical guidelines and requirements for learning.

² *Education Act*, CQLR, c I-133, s 461

1. Behavioural Competency

A behavioural competency describes the actions and the results expected of the student. It consists of the following features:

- The *statement of the competency* is the result of the job analysis, the orientations and general goals of vocational training and other determinants
- The *elements of the competency* correspond to essential details that are necessary in order to understand the competency and are expressed in terms of specific behaviours. They refer to the major steps involved in performing a task or to the main components of the competency
- The *achievement context* corresponds to the situation in which the competency is exercised at entry-level on the job market. The achievement context attempts to recreate an actual work situation but does not describe a learning or evaluation situation
- The *performance criteria* define the requirements to be respected. They may refer to elements of the competency or to the competency as a whole. When associated with a specific element, performance criteria are used to judge whether a competency has been acquired. When associated with the competency as a whole, the criteria describe the requirements for performing a task or activity and provide information on the expected level of performance or the overall quality of a product or service

2. Situational Competency

A situational competency describes the situation in which students are placed to acquire learning, and allows for actions and results to vary from one student to another. It consists of the following features:

- The statement of the competency is the result of the job analysis, the orientations and general goals of vocational training and other determinants
- The elements of the competency outline the essential aspects of the competency and ensure a better understanding of the competency with respect to the expected outcome. The elements of the competency are fundamental to the implementation of the learning situation
- The learning context provides a broad outline of the learning situation designed to help the students develop the required competency. It is normally divided into three key phases of learning: information, participation and synthesis
- The instructional guidelines provide reference points and means for teachers to ensure that learning takes place and that the context in which it occurs is always the same. These guidelines may include general principles or specific procedures
- The participation criteria describe requirements that the students must meet when participating in learning activities. They focus on how the students take part in the activities rather than on the results obtained. Participation criteria are normally provided for each phase of the learning situation

Competency-Related Knowledge and Know-How

Competency-related knowledge and know-how, together with related guidelines, are provided for information purposes. Competency-related knowledge and know-how define the essential and meaningful learning that students must acquire in order to apply and continue to develop the competency. They are in keeping with the job market and are accompanied by guidelines that provide information about the field of application, level of complexity and learning content. They generally encompass learning associated with knowledge, skills, strategies, attitudes, perceptions, etc.

Duration

The total duration of the program is compulsory and must be observed. It consists of teaching time, which includes time for the evaluation of learning and for enrichment or remedial activities, depending on the students' needs. The duration indicated for a given competency refers to the amount of time needed to develop the competency.

The amount of teaching time corresponds to the amount of time allotted to training, which is established during program development as the average amount of time needed to acquire a competency and evaluate learning. This duration is helpful in organizing training.

Credit

A credit is a unit used for expressing the quantitative value of each competency. One credit corresponds to 15 hours of training.

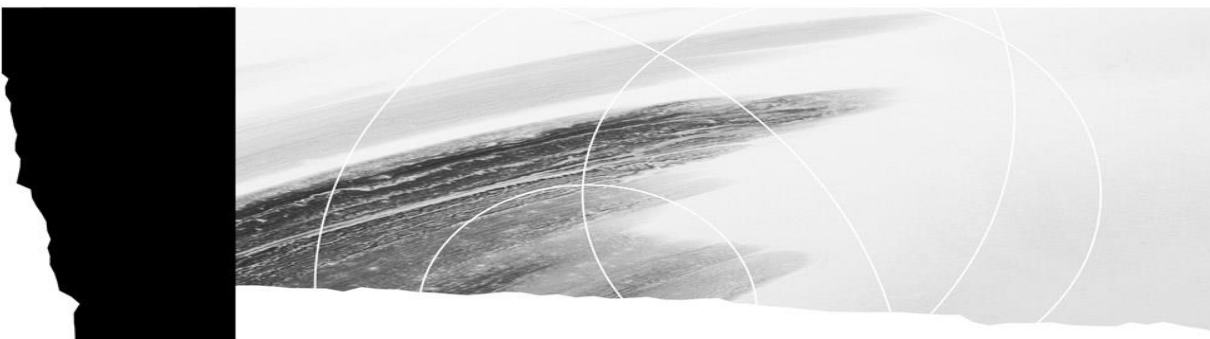
Aspects of Program Implementation

Program-Based Approach

The program-based approach is founded on a comprehensive view of a program of study and its components (eg goals, educational aims, competencies). It requires concerted action among all players involved, from the initial stages of program design and development, to program implementation and evaluation. It consists in ensuring that all of the actions and activities proposed are based on the same aims and take into account the same orientations. For students, the program-based approach makes training more meaningful as it presents learning as a coherent whole.

Competency-Based Approach

In vocational training, the competency-based approach is based on a teaching philosophy that is designed to help students mobilize their own individual sets of resources in order to act, succeed and evolve in different contexts, according to established performance levels with all the required knowledge and know-how (eg skills, strategies, attitudes, perceptions).



5839

AESTHETICS

Year of approval: 2016

Certification:	Diploma of Vocational Studies
Number of credits:	87
Number of competencies:	18
Total duration:	1 305 hours

To be eligible for admission to the *Aesthetics* program, candidates must meet one of the following requirements:

- Students holding a Secondary School Diploma or a recognized equivalent are not subject to any additional requirements

OR

- Students who are at least 16 years of age on September 30 of the school year in which they begin their training must meet the following condition: they must have obtained Secondary IV credits in language of instruction, second language and mathematics in programs established by the Minister, or have been granted recognition of equivalent learning

OR

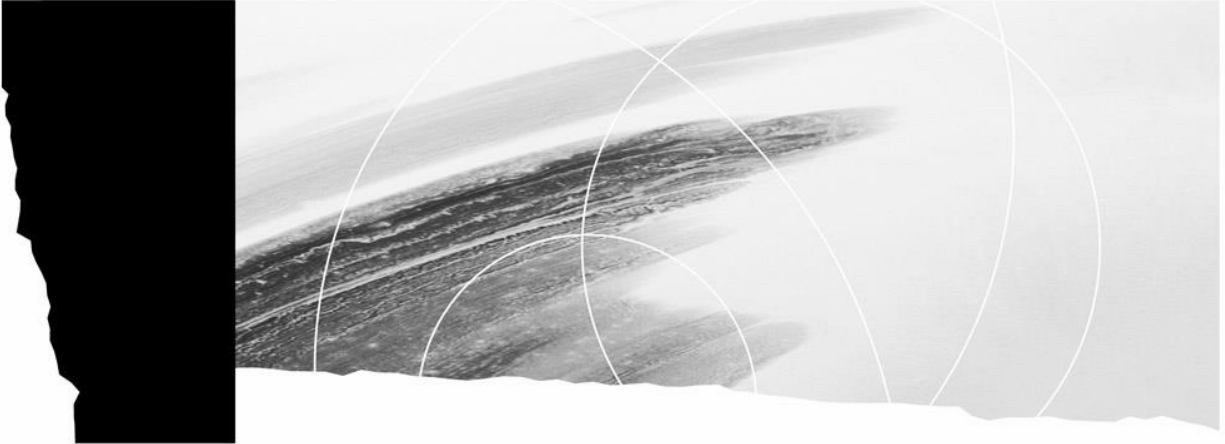
- Persons who are at least 18 years of age in the school year in which they begin their training must have the following functional prerequisites: the successful completion of the general development test and ENG 3070-3, or recognition of equivalent learning

OR

- Students who have obtained Secondary III credits in language of instruction, second language and mathematics in programs established by the Minister are required to pursue general education courses, concurrently with their vocational training, in order to obtain the Secondary IV credits they lack in language of instruction, second language and mathematics in programs established by the Minister

The duration of the program is 1 305 hours, which includes 795 hours spent on the specific competencies required to practise the occupation and 510 hours on general, work-related competencies. The program of study is divided into 18 competencies which vary in length from 15 to 120 hours. The total hours allocated to the program include time devoted to teaching, evaluation of learning and enrichment or remedial activities.

Competency	Code	Number	Hours	Credits
The Occupation and the Training Process	918611	1	15	1
Prevention, Health and Safety	918622	2	30	2
The Skin and Its Appendages	918637	3	105	7
Professional Relations	918692	4	30	2
Consultation and Examination of the Skin	918645	5	75	5
Massage Movements	918654	6	60	4
Cosmetic Products	918686	7	90	6
Basic Skin Care	918668	8	120	8
Basic Makeup	918677	9	105	7
Hand and Nail Care	918706	10	90	6
Administrative Tasks	918713	11	45	3
Promotion and Sales	918724	12	60	4
Elaborate Makeup	918734	13	60	4
Hair Removal Using Wax, Sugar Paste and Other Products	918747	14	105	7
Foot and Nail Care	918764	15	60	4
Specific Facial Care	918788	16	120	8
Personalized Care Programs	918814	17	60	4
Entering the Workforce	918825	18	75	5



Part I

Program Goals

Educational Aims

Statements of the Competencies

Grid of Competencies

Harmonization

Program Goals

The *Aesthetics* program prepares students to practise the occupation of aesthetician

Aestheticians provide beauty care for different types of clientele using techniques that require the use of specialized products and equipment. The objective is to maintain or improve the client's appearance, while bringing about his or her physical and psychological well-being.

Before beginning any treatment, aestheticians obtain information from the client. They examine the client's skin, nails or hair, as the case may be. This allows them to play a preventive role by offering clients sound advice concerning the treatments, products and healthy hygiene habits that can help improve the appearance of their skin.

Aestheticians provide basic and specialized aesthetic treatments for the face, neck, décolleté, hands and feet. They apply makeup for different occasions and remove excess body hair using specialized products. They can also develop and carry out personalized treatment programs.

Aestheticians also offer consultation services, sell treatments and cosmetic products and provide personalized services. They plan and organize their work, perform reception and administrative tasks, follow up with clients, and help maintain the work environment and materials. They must also constantly upgrade their skills.

Aestheticians work in beauty salons (also called beauty parlours, shops, academies, institutes, clinics or centres), spas, hotels, hair salons, medical clinics, dermatologists' offices, tanning salons, gyms, drop-in centres and television stations, as well as on cruise ships and in their own and clients' homes. They also work at cosmetics counters in department stores and pharmacies.

With experience, aestheticians can work as sales representatives or instructors for cosmetics companies or for manufacturers and distributors of cosmetics equipment and materials. They can give presentations and write beauty columns for newspapers, magazines and other media, or work in television, theatre or for fashion agencies and photography studios. Depending on the workplace or the job they do, aestheticians can be called:

- professional aestheticians
- beauty professionals
- skin care specialists
- beauty specialists
- beauty care specialists

The program goals of the *Aesthetics* program are based on the general goals of vocational training. These goals are as follows:

- To help students develop effectiveness in the practice of a trade or occupation, that is:
 - to teach students to perform roles, functions, tasks and activities associated with the trade or occupation upon entry into the job market
 - to prepare students to progress satisfactorily on the job (which implies having the technical and technological knowledge and skills in such areas as communication, problem solving, decision making, ethics, health and safety)

- To help students integrate into the work force, that is:
 - to familiarize students with the job market in general, and with the specific context of their chosen trade or occupation
 - to familiarize students with their rights and responsibilities as workers
- To foster students' personal development and acquisition of occupational knowledge, skills, perceptions and attitudes, that is:
 - to help students develop their autonomy and ability to learn, and acquire effective work methods
 - to help students understand the principles underlying the techniques and the technology used in the trade or occupation
 - to help students develop self-expression, creativity, initiative and entrepreneurial spirit
 - to help students adopt the attitudes required to successfully practise the trade or occupation, and instill in them a sense of responsibility and a concern for excellence
- To promote job mobility, that is:
 - to help students develop positive attitudes toward change
 - to help students develop the means to manage their careers by familiarizing them with entrepreneurship

Educational Aims

The aim of the *Aesthetics* program is to help students develop attitudes and behaviours that representatives from education and the field deem essential to the practice of the occupation:

- Develop a concern for their clients' physical and psychological well-being
- Foster the ability to establish a relationship of trust with clients
- Develop respect for clients' privacy
- Develop their ability to make decisions and establish causal relationships
- Develop a sense of responsibility
- Foster respect for professional ethics
- Develop their ability to adapt to a wide variety of situations
- Derive motivation and satisfaction from a job well done

Statements of the Competencies

List of Competencies

- Determine their suitability for the occupation and the training process
- Prevent health and safety risks in beauty care
- Observe the appearance of the skin and its appendages
- Interact with others in a work setting
- Examine the client's skin during a consultation
- Perform massage movements
- Provide information about cosmetic products
- Provide basic facial care
- Apply basic makeup
- Provide hand and nail care
- Perform administrative tasks
- Promote and sell cosmetic products and services
- Apply elaborate makeup
- Remove hair using wax, sugar paste and other hair removal products
- Provide foot and nail care
- Provide specific facial care
- Design and carry out personalized care programs
- Enter the workforce

Grid of Competencies

The grid of competencies shows the relationship between general competencies, which correspond to work-related activities, and specific competencies, which are required to practise the particular trade or occupation, as well as the major steps in the work process

The general competencies appear on the horizontal axis and the specific competencies, on the vertical axis. The symbol (○) indicates a correlation between a general and a specific competency. Shaded symbols indicate that these relationships have been taken into account in the acquisition of specific competencies. The logic used in constructing the grid influences the course sequence. Generally speaking, this sequence follows a logical progression in terms of the complexity of the learning involved and the development of the students' autonomy. The vertical axis presents the specific competencies in the order in which they should be acquired and serves as a point of departure for determining how all of the competencies will be taught.

GRID OF COMPETENCIES													
AESTHETICS	Competency number	Type of competency	Duration (in hours)	GENERAL COMPETENCIES								TOTAL	
				Determine their suitability for the occupation and the training process	Prevent health and safety risks in beauty care	Observe the appearance of the skin and its appendages	Interact with others in a work setting	Examine the client's skin during a consultation	Perform massage movements	Provide information about cosmetic products	Perform administrative tasks	Promote and sell cosmetic products and services	
SPECIFIC COMPETENCIES													
Competency number				1	2	3	4	5	6	7	11	12	510
Type of competency				S	B	B	B	B	B	B	B	B	
Duration (in hours)				15	30	105	30	75	60	90	45	60	
Provide basic facial care	8	B	120	○	●	●	●	●	●	●			1 305
Apply basic makeup	9	B	105	○	●	●	●	●		●			
Provide hand and nail care	10	B	90	○	●	●	●	●	●	●			
Apply elaborate makeup	13	B	60	○	●	●	●	●		●	●	●	
Remove hair using wax, sugar paste and other hair removal products	14	B	105	○	●	●	●	●	●	●	●	●	
Provide foot and nail care	15	B	60	○	●	●	●	●	●	●	●	●	
Provide specific facial care	16	B	120	○	●	●	●	●	●	●	●	●	
Design and carry out personalized care programs	17	B	60	○	●	●	●	●	●	●	●	●	
Enter the workforce	18	S	75	○	○	○	○	○	○	○	○	○	
Total duration			795										1 305

Links between the general competencies and the specific competencies

- : Existence of a link
●: Application of a link

Links between the work process and the specific competencies

- △: Existence of a link
▲: Application of a link

Harmonization

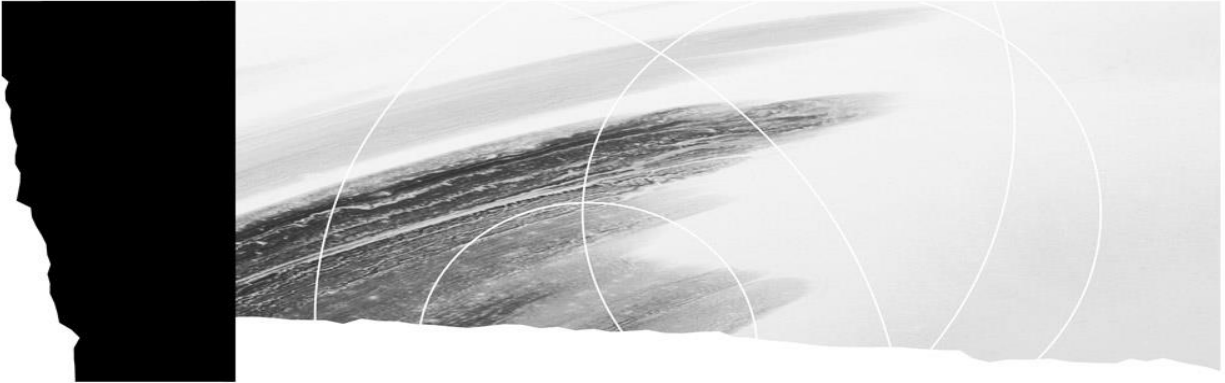
The Ministère de l'Éducation et de l'Enseignement supérieur harmonizes its vocational and technical programs by establishing similarities and continuity between secondary- and college-level programs within a particular sector or between sectors in order to avoid overlap in program offerings, to recognize prior learning and to optimize the students' progress

Harmonization establishes consistency between training programs and is especially important in ensuring that the tasks of a trade or occupation are clearly identified and described. Harmonization makes it possible to identify tasks requiring competencies that are common to more than one program. Even if there are no common competencies, training programs are still harmonized.

Harmonization is said to be “inter-level” when it focuses on training programs at different levels, “intra-level” when it focuses on programs within the same educational level, and “inter-sector” when carried out between programs in various sectors.

An important aspect of harmonization is that it allows the common features of competencies to be identified and updated as needed. Common competencies are those that are shared by more than one program; once acquired in one program, they can be recognized as having been acquired in another. Competencies with exactly the same statement and elements are said to be identical. Common competencies that are not identical but have enough similarities to be of equal value are said to be equivalent.

Harmonization of the *Aesthetics* program has not as yet resulted in identifying competencies that are shared with other programs.



Part II

Program Competencies

Competency 1 Duration 15 hours Credit 1

Situational Competency

Statement of the Competency

Determine their suitability for the occupation and the training process.

Elements of the Competency

- Be familiar with the nature of the occupation
- Understand the training process
- Confirm their career choice

Learning Context

Information Phase

- Learning about the job market in aesthetics
- Learning about the nature and requirements of the occupation
- Learning about the health and safety risks in aesthetics
- Learning about the rules of professional ethics
- Learning about trends and new products in beauty care and about upcoming changes
- Learning how to develop their competencies during their training and throughout their career
- Learning about the training process
- Sharing their initial reactions to the occupation and the training process

Participation Phase

- Presenting the information gathered from reference materials or meetings with specialists and discussing their perception of the occupation: advantages, disadvantages, requirements
- Discussing the skills, aptitudes and knowledge needed to practise the occupation
- Discussing the program of study as it relates to the occupation

Synthesis Phase

- Producing a report in which they:
 - sum up their aptitudes and interests with regard to the occupation
 - assess their career choice by comparing different aspects and requirements of the occupation with their preferences, aptitudes and interests

Instructional Guidelines

- Create a climate in which students can express themselves freely
- Organize a meeting with specialists in the field
- Motivate students to participate in the proposed activities
- Provide students with the means to assess their career choice honestly and objectively

Participation Criteria

Information Phase

- Gather information on most of the topics to be covered
- Present their views on the occupation, making connections with the information gathered

Participation Phase

- Participate actively in the activities organized
- Adequately express their views on the program of study
- Give their opinions on some requirements for practising the occupation
- Recognize the importance of occupational health and safety
- Recognize the importance of customer service and professional ethics

Synthesis Phase

- Producing a report in which they:
 - sum up their preferences, interests and aptitudes with respect to the occupation
 - explain their career choice, clearly making the required connections

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each phase of the learning context, along with their attendant guidelines

Information Phase

- Characteristics of the job market: job prospects, working conditions, hiring criteria and remuneration, opportunities for promotion and transfer, etc.
- Advantages and disadvantages of self-employment
- Occupational health and safety, ergonomics
- Nature and requirements of the occupation: types of tasks, responsibilities, importance of customer service and professional ethics, etc.
- Trends and new products in beauty care
- Means of developing their competencies, beauty care network (associations and their activities: conventions, seminars, conferences), list of suppliers and retailers (training), keeping an eye on trends and new technologies

Participation Phase

- Characteristics and requirements of the training process: program of study, evaluation, certification of studies, volume of work required, rules, student services, schedule, etc.
- Connection between program competencies and tasks, operations, knowledge and skills

Synthesis Phase

- Presentation methods: notes, summaries
- Report on their strengths and weaknesses as they relate to the occupation

Competency 2 Duration 30 hours Credits 2

Behavioural Competency

Statement of the Competency

Prevent health and safety risks in beauty care.

Achievement Context

- In a work environment
- In a variety of occupational situations
- In the presence of a client
- Following the manufacturers' instructions for using equipment and products
- Using the necessary equipment, tools, materials, accessories and products
- Using the necessary documents

Elements of the Competency**Performance Criteria**

1. Take appropriate measures to protect their health and safety and that of their clients

- Choice of clothing suitable for the occupation
- Observance of occupational safety rules
- Observance of ergonomic rules with respect to:
 - work postures
 - set-up of the workstation and premises
 - positioning of clients
- Proper use of accessories designed to:
 - maintain or improve their work posture
 - ensure their clients' comfort

2. Take precautions to avoid contamination

- Accurate identification of work situations that involve risks of infection or contagion
- Use of preventive measures appropriate to the types of infection possible and the situation as a whole
- Observance of the rules of personal hygiene
- Observance of the procedures for using equipment, materials and products for asepsis
- Hygienic handling of cosmetic products
- Appropriate disposal of materials that may involve a risk of contamination
- Constant concern for a clean and organized workstation
- Observance of rules for storing cosmetic products

3. Apply the safety rules for handling and maintaining equipment and materials

- Recognition of the risk factors involved in handling and using equipment and materials
- Safe application of cleaning techniques
- Methodical inspection of equipment and materials
- Safe handling of equipment and materials

- Preventive maintenance of equipment and materials
 - Accurate perception of the need to replace equipment and materials
 - Relevant connections established between maintenance products and the task to be performed
 - Thorough, safe maintenance of workstations and premises
 - Safe storage of all items
4. React appropriately in an emergency situation
- Recognition of signs or indications of adverse skin reactions (allergies, intolerance, hypersensitivity)
 - Use of methods designed to alleviate adverse skin reactions
 - Effective demonstration of appropriate behaviours in an emergency situation
 - Quick, accurate identification of emergency facilities and resource people
 - Correct application of emergency procedures
 - Clear, accurate description of the facts when help arrives

For the competency as a whole:

- Clean, organized work area and materials
- Effective use of reference documents
- Concern for health and safety at all times

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Take appropriate measures to protect their health and safety and that of their clients
 - Apply safety rules
 - Location of safety devices
 - Safety rules associated with the tasks of the occupation
 - Act respecting occupational health and safety
 - Public Health Protection Act
 - Apply the rules of ergonomics
 - Workstation
 - Work postures
 - Positioning of clients
 - Some knowledge of the musculoskeletal system
 - Bone deformities
 - Ergonomic accessories: characteristics and instructions for use

- Manage their stress
 - Characteristics: definition, sources, effects and possible applications
 - Preventive measures
 - Attitudes and behaviours with respect to stress management
2. Take precautions to avoid contamination
- Recognize work situations involving a risk of contamination
 - Determination of factors involving some risk: types of infections; contagion; personal and occupational hygiene; handling of equipment, materials and products; methods of storing products
 - Recognition of means of transmission: types of bacteria and viruses
 - Apply preventive measures
 - Reasons, characteristics and connections with occupational tasks
 - Method of disinfecting their hands
 - Application of personal and occupational hygiene rules
 - Disposal of materials that could involve a risk of contamination
 - Apply asepsis and sterilizing techniques
 - Disinfecting products, instructions for use and possible risks
 - Reading of labels and pictograms
 - Use of equipment, accessories and products for asepsis and sterilizing
 - Application of the rules for storing products
 - Asepsis methods
3. Apply the safety rules for handling and maintaining equipment and materials
- Use equipment and materials
 - Use of equipment and materials appropriate to the occupational tasks
 - Application of the rules for handling equipment and materials according to the manufacturers' instructions
 - Maintain workstations and the premises
 - Maintenance techniques
 - Inspection of equipment and materials
 - Identification of the need for replacement products and follow-up with service providers
 - Preventive maintenance: application of cleaning techniques and storage methods
 - Maintenance materials and products
4. React appropriately in an emergency situation
- Recognize emergency situations related to occupational tasks
 - Skin reactions: allergies, intolerance, hypersensitivity

- Apply a procedure in an emergency situation
- Recognition of possible means: actions, physical and material resources
- Application of procedure
- Possible impact of inappropriate behaviour

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 3, 4, 5, 7, 8, 9, 10, 13, 14, 15, 16, 17 and 18
- Apply preventive measures
- Occupational health and safety regulations in Québec
- Impact of lack of vigilance when performing occupational tasks
- Attitudes and behaviours: vigilance, judgment and reliability
- Recognize the importance of a sense of responsibility and the ability to work independently
- Responsibilities
- Possible initiatives and decisions
- Available resources
- Adapt to specific situations
- Skin reactions occurring despite the application of preventive measures
- Specific types of clients
- Use terminology related to prevention, health and safety in beauty care
- Commonly used terminology

Competency 3

Duration 105 hours

Credits 7

Behavioural Competency

Statement of the Competency

Observe the appearance of the skin and its appendages.

Achievement Context

- In the presence of a client
- Taking into account the anatomy, physiology and pathologies associated with the integumentary, circulatory, respiratory, digestive, renal, endocrine, nervous and musculoskeletal systems
- Taking into account the impact of lifestyle factors
- Using the necessary documents
- Within the limitations of the occupation

Elements of the Competency**Performance Criteria**

- | | |
|---|--|
| 1. Recognize the influence of the body systems on the skin and its appendages | <ul style="list-style-type: none">• Accurate recognition of the roles and functions of the body systems• Appropriate recognition of the characteristics of the skin and its appendages• Appropriate recognition of the internal factors that affect the skin and its appendages• Recognition of the main abnormalities and conditions of the skin, hair and nails |
| 2. Recognize the influence of lifestyle on the skin and its appendages | <ul style="list-style-type: none">• Identification of the impact of a healthy lifestyle on the skin and its appendages• Identification of the impact of an unhealthy lifestyle on the skin and its appendages |
| 3. Recognize beauty care situations in which precautions must be taken | <ul style="list-style-type: none">• Recognition of precautions associated with the client's general state of health• Recognition of the main abnormalities and conditions of the skin, hair and nails that could contraindicate beauty care• Recognition of precautions associated with the risk of contagion or contamination related to certain conditions• Recognition of the effects and limitations of beauty care with respect to abnormalities and conditions of the skin, hair and nails• Recognition of situations requiring referral to a specialist• Recognition of situations requiring medical authorization |

For the competency as a whole:

- Use of appropriate terminology
- Effective use of reference documents

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Recognize the influence of the body systems on the skin and its appendages
 - Recognize the roles and functions of the body systems
 - Roles of each system
 - Functions of each body system (specific organs and their functional relationships)
 - Effects on the skin and its appendages
 - Recognize the characteristics of the skin and its appendages
 - Characteristics and functions of the integumentary system
 - Role
 - Anatomical and physiological characteristics of the skin and its appendages
 - Recognize the internal factors that can affect the skin and its appendages
 - Sex, heredity, age
 - Body systems
 - Recognize the main abnormalities and conditions of the skin, hair and nails
 - Abnormalities and conditions involving relief, pigmentation, keratinization, etc.
2. Recognize the influence of lifestyle on the skin and its appendages
 - Recognize the impact of a healthy lifestyle on the skin and its appendages
 - Contribution of healthy nutrition
 - Contribution of water in maintaining and improving the condition of the skin and its appendages
 - Sleep
 - Physical activity
 - Stress management
 - Appropriate hygiene
 - Recognize the impact of an unhealthy lifestyle on the skin and its appendages
 - Poor hydration habits
 - Poor eating habits
 - Use of alcohol
 - Smoking
 - Use of recreational drugs
 - Exposure to the sun's UV rays
 - Environmental factors
 - Inadequate elimination (constipation)
 - Inappropriate hygiene
 - Lack of sleep or rest
 - Stress

3. Recognize beauty care situations in which precautions must be taken

- Recognize the contraindications to treatment
 - General contraindications related to certain treatment techniques (use of electrical devices)
 - Contraindications for certain treatment techniques related to the client's general state of health (pregnancy)
 - Contraindications for certain treatment techniques related to local skin conditions (skin disease)
- Recognize the precautions to take when giving treatments
 - Precautions associated with the client's general state of health: heart problems, diabetes, hemophilia
 - Precautions associated with the condition of the skin: eczema, psoriasis, age spots
 - Precautions associated with the risk of contagion or contamination with certain conditions: herpes, fungal disease, impetigo
- Recognize the limitations of the occupation
 - Goals, effects and results of beauty care
 - Situations requiring referral to a specialist (rosacea, severe acne, abnormal redness)
 - Situations requiring medical authorization (diabetes, extensive bleeding)

For the competency as a whole:

- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 5, 7, 8, 9, 10, 13, 14, 15, 16, 17 and 18
- Use terminology related to the skin and its appendages
 - Commonly used terminology
 - Recognized abbreviations

Competency 4 Duration 30 hours Credits 2

Behavioural Competency

Statement of the Competency

Interact with others in a work setting.

Achievement Context

- In a variety of occupational situations
- In the presence of a client
- In accordance with the rules of professional ethics

Elements of the Competency**Performance Criteria**

- | | |
|--|--|
| 1. Establish and maintain interpersonal professional relationships | <ul style="list-style-type: none"> • Consideration of their strengths and limitations with respect to interpersonal professional relationships • Adoption of attitudes conducive to harmonious interpersonal professional relationships • Politeness and discretion • Adaptation of their interactions to the people and situations involved |
| 2. Communicate with clients and other people in the workplace | <ul style="list-style-type: none"> • Demonstration of a flexible and open attitude • Appropriate application of verbal and non-verbal communication techniques • Appropriate application of techniques for defusing difficult situations • Consideration of the client's cultural and social characteristics • Clarification of the client's needs and expectations • Clear communication • Demonstration of openness and attentive listening • Communication of information in easy-to-understand terms |
| 3. Work as part of a team | <ul style="list-style-type: none"> • Accurate identification of the roles and responsibilities of the different team members • Active contribution to team efforts • Demonstration of attitudes conducive to working in a team • Observance of the work process established by the team • Effective coordination of their activities with those of their teammates • Clear, effective communication |
| 4. Manage work-related stress | <ul style="list-style-type: none"> • Recognition of stressors in the workplace • Recognition of their physical and psychological reactions to stress |

- Realistic assessment of their ability to deal with stress
- Use of methods to:
 - reduce stress
 - improve their ability to manage stress in the workplace
- Accurate assessment of the urgency of different situations
- Coherent management of tasks
- Relaxed attitude

For the competency as a whole:

- Well-groomed appearance
- Use of appropriate terminology
- Adoption of professional attitudes and behaviours

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Establish and maintain interpersonal professional relationships
 - Recognize the characteristics of interpersonal professional relationships
 - Use methods conducive to positive interpersonal professional relationships
 - Personal strengths and limitations
 - Attitudes required
 - Rules of politeness and discretion
 - Methods of adapting to the people and situations involved
2. Communicate with clients and other people in the workplace
 - Recognize the different aspects of communication
 - Recognize conflict situations and possible solutions
 - Basic aspects of communication
 - Communication techniques
 - Attitudes and behaviours (educational aim 4)
 - Contact with companies
 - Sources of occupational situations that could lead to conflict
 - Conflict-resolution process (educational aim 3)
 - Communication techniques specific to conflict situations (educational aim 3)
 - Rules of courtesy (educational aim 4)
3. Work as part of a team
 - Recognize the characteristics of teamwork in beauty care
 - Composition of a work team
 - Tasks performed as a team
 - Roles and responsibilities of each member of the work team (educational aim 2)

- Understand the benefits of good communication among team members
 - Cohesion of teams and common goals
 - Planned, effective work (educational aim 2)
 - Follow-up by other teams (educational aim 1)
 - Quality of the working atmosphere
 - Reduced risk of error
4. Manage work-related stress
- Recognize methods of preventing stress
 - Main sources of stress and their effects
 - Characteristics of preventive measures
 - Possible applications
 - Adopt attitudes and behaviours conducive to stress management
 - Positive attitudes and behaviours in a stressful situation
- For the competency as a whole:*
- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17 and 18
 - Demonstrate professional attitudes and behaviours
 - Required attitudes and behaviours

Competency 5 Duration 75 hours Credits 5

Behavioural Competency

Statement of the Competency

Examine the client's skin during a consultation.

Achievement Context

- In the presence of a client
- At a workstation
- In a variety of occupational situations
- Using the necessary equipment, tools, materials, accessories and products
- Using the necessary documents
- Focusing on the face, neck and decollete
- Within the limitations of the occupation

Elements of the Competency

Performance Criteria

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Prepare the workstation 2. Greet and prepare the client 3. Explain the purpose of the examination and the procedure 4. Gather information prior to examining the skin | <ul style="list-style-type: none"> • Proper choice of cleaning and sterilizing products, if applicable • Inspection of equipment and materials • Organized set-up of equipment and materials • Personalized greeting • Appropriate positioning to ensure the client's comfort and well-being • Demonstration of courtesy and attentive listening • Clear presentation of the examination procedure • Use of accurate, easy-to-understand vocabulary • Effective verification that the client has understood • Identification of all client information required: <ul style="list-style-type: none"> – name and contact information – medical history and general health – medication – lifestyle – personal hygiene habits – use of products at home • Determination of the main health problems that could: <ul style="list-style-type: none"> – contraindicate specific types of treatment or require additional precautions – require medical authorization • Accurate recognition of the client's needs and expectations • Clear, relevant questions asked • Clear, accurate entry of relevant information on the client chart |
|---|--|

- Written confirmation of information obtained from the client
- 5. Prepare the skin
 - Rigorous application of hygiene rules
 - Observance of skin cleansing techniques
 - Correct use of cleansers
- 6. Examine the skin
 - Safe use of equipment
 - Identification of the skin's main characteristics
 - Visual and tactile examination of the skin
 - Accurate recognition of the skin's characteristics
 - Accurate recognition of any major medical procedures undergone
 - Recognition of signs of skin abnormalities and conditions
 - Consideration of the observations made in establishing a general skin profile
 - Relevant connections established between the information gathered and the observations made
- 7. Inform the client about the specific characteristics of his or her skin
 - Detailed description of the specific characteristics of the client's skin
 - Consideration of situations requiring referral to a specialist
 - Use of accurate, easy-to-understand vocabulary
 - Verification that the client has understood
 - Satisfactory answers to the client's questions
- 8. Record the information on the client chart
 - Accurate entry of all information
 - Clarity of information
- 9. Maintain a clean and organized work area
 - Cleanliness of workstation and materials
 - Observance of disinfecting procedure
 - Safe storage of all items

For the competency as a whole:

- Observance of asepsis, hygiene, health and safety rules
- Well-groomed appearance
- Use of appropriate terminology
- Adoption of professional attitudes and behaviours
- Accurate observations

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation

- Prepare the equipment and materials
 - Selection of equipment and materials
 - Disinfection of equipment and materials
 - Set-up of equipment and materials for a skin examination
- Prepare the client's chair
 - Working position
 - Set-up of accessories to ensure the client's comfort

2. Greet and prepare the client

- Apply greeting techniques
 - Characteristics of greeting techniques: attitudes, behaviours and courtesy
 - Management of client
- Ensure the client's comfort
 - Method for positioning the client for the skin examination
 - Use of accessories to ensure the client's comfort

3. Explain the purpose of the examination and the procedure

- Explain the purpose of the examination
 - Definition of skin examination
 - Characteristics
 - Purpose and importance of the examination
 - Explanations to give the client
- Describe the examination procedure
 - Explanations concerning:
 - the positioning of the client
 - the conditions for the examination
 - the methods used: visual, tactile, using equipment
 - the use of equipment and materials
 - the steps involved in the examination
 - observable elements
 - hygiene and safety rules

4. Gather information prior to examining the skin

- Record the information on the client chart
 - Purpose, elements and characteristics of the chart, rules for using it and consequences of making mistakes or omitting information
 - Note-taking methods, rules for entering information and abbreviating words

- Be aware of the importance of the confidentiality of personal information
 - Act respecting access to documents held by public bodies and the protection of personal information*
 - Types of confidential information
 - Respect and professional ethics (educational aim 4)
 - Relationship of trust (educational aim 2)
 - Gather general information about the client
 - Different sections of the client chart
 - Client's name and contact information
 - Medical history and general health: health problems, contraindications, medications, allergies
 - Recognition of situations requiring medical authorization
 - Lifestyle: nutrition, exercise, sleep
 - Client's needs and expectations
 - Learn about the client's beauty care habits and the products used
 - Collection of information and questions to be asked
 - Information about previous and current treatments
 - Use of products
5. Prepare the skin
- Select the materials and products needed to cleanse the skin
 - Roles and characteristics of products
 - Characteristics of equipment and materials
 - Suggested quantities of products to be used
 - Apply skin cleansing techniques
 - Characteristics of skin cleansing
 - Cleansing techniques: steps, procedures, products
 - Economical use of products
6. Examine the skin
- Use equipment
 - Types of equipment
 - Main characteristics
 - Instructions for use
 - Establish a general profile of the skin's appearance
 - Observations
 - Condition and appearance of the skin based on age, sex, ethnicity and general health
 - Sebaceous secretions, texture, hydration, circulation, ageing, skin tone
 - Anatomical and dermatological characteristics, signs of skin abnormalities or conditions, medical procedures undergone
 - Examine the skin thoroughly
 - Recognition of factors that affect the skin's appearance
 - Aspects to be developed: sense of observation and a subtle touch, relevance and accuracy of observations, professional attitudes and behaviours, discernment
 - Consequences of lack of thoroughness

7. Inform the client about the specific characteristics of his or her skin

- Present a general profile of the skin's appearance
- Effective use of reference documents
- Verification that the client has understood and answers to the client's questions
- Use of easy-to-understand vocabulary
- Characteristics of a realistic profile
- Recognition of situations requiring referral to a specialist (educational aim 4)

8. Record the information on the client chart

- Fill out the client chart
- Entry of additional observations
- Commonly used terminology

9. Maintain a clean and organized work area

- Clean the work area
- Choice of products
- Instructions for use
- Cleaning techniques
- Store all items
- Storage method and location
- Preventive maintenance
- Inspection of equipment
- Storage

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 8, 9, 10, 13, 14, 15, 16, 17 and 18
- Adopt professional attitudes and behaviours
- Purpose of greeting the client
- Observance of the rules of courtesy (educational aim 1)
- Use of appropriate terminology
- Verification of the client's well-being: concern for the client's comfort and adoption of a reassuring attitude
- Concern for ensuring the client's privacy (educational aim 1)
- Adopt the attitudes and behaviours required to apply the rules of hygiene, asepsis, health and safety
- (Review of Competency 2)
- Make connections between the appearance of the skin and the body systems
- Influence of the functions of the body systems on the appearance of the skin and hair
- Update of information about the client's general health
- (Review of Competency 3)

Competency 6 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Perform massage movements.

Achievement Context

- At a workstation
- In the presence of a client
- Using the necessary equipment, tools, materials, accessories and products
- For a complete manual massage of the face, neck and decollete

Elements of the Competency

Performance Criteria

1. Carry out the preliminary steps

- Proper positioning of the client based on the task to be performed
- Demonstration of courtesy and attentive listening
- Creation of a relaxing atmosphere
- Proper skin preparation
- Appropriate choice of products based on:
 - the appearance of the skin
 - the cosmetic form
 - the desired effect

2. Determine the massage movements to be performed

- Accurate selection of massage movements based on:
 - the appearance of the skin
 - the purpose and intended effects of the treatment
- Massage movements consistent with the purpose and intended effects of the treatment

3. Apply different massage techniques

- Observance of technique for applying a massage product based on the product's form
- Economical use of products
- Correct application of massage techniques:
 - sequence of movements
 - muscle grain
 - rhythm
 - types of movements
- Supple, fluid movements
- Transition from one movement to another
- Maintenance of contact with client
- Consistency between the rhythm and types of movements
- Concern for client's comfort and satisfaction

4. Perform the final steps

- Concern for client satisfaction
- Accurate observation of signs of skin reactions
- Correct removal of the massage product, if applicable

For the competency as a whole:

- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Observance of ergonomic rules concerning posture and the set-up of the workstation

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Carry out the preliminary steps

- Position the client
 - Positioning of client based on the task to be performed
 - Concern for the client's comfort
- Create a relaxing atmosphere
 - Selection of music
 - Appropriate temperature
 - Adjustment of lighting
- Cleanse the face
 - (Review of Competency 5)

2. Determine the massage movements to be performed

- Distinguish between the different massage movements
 - Characteristics of massage movements
 - Effects of massage movements on the skin
 - Contraindications
- Associate massage movements with the goals and desired effects
 - Overall appearance of the skin

3. Apply different massage techniques

- Select a cosmetic product
 - Cosmetic formula
 - Quantity of product used based on the area to be massaged
- Apply massage techniques
 - Movements in the proper sequence and with the muscle grain
 - Transition from one movement to another
 - Maintenance of contact with client
 - Cohesion between rhythm and speed
 - Supple, fluid movements

4. Perform the final steps

- Remove the massage product
 - Cleanliness of face
 - Selection of cleansing products based on the skin's appearance
 - Correct application of method for removing the massage product
- Check for signs of skin reaction
 - Skin: texture, colour and abnormalities

For the competency as a whole:

- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 8, 10, 14, 15, 16, 17 and 18
- Use terminology related to massage movements
 - Commonly used terminology

Competency 7 Duration 90 hours Credits 6

Behavioural Competency

Statement of the Competency

Provide information about cosmetic products.

Achievement Context

- In the presence of a client
- Given products and data sheets
- Based on clients' different needs
- Using reference documents

Elements of the Competency**Performance Criteria**

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Determine the client's needs and expectations 2. Provide explanations about products for the face, neck and décolleté 3. Provide explanations about hand care products | <ul style="list-style-type: none"> • Relevant questions asked • Determination of client's priority needs
<ul style="list-style-type: none"> • Complete description of the different products and their characteristics • Explanation of criteria for selecting products • Accurate comparison of different cosmetic products in terms of: <ul style="list-style-type: none"> – types and effects – active ingredients – contraindications – possible combinations – costs • Establishment of realistic expectations regarding the anticipated effects • Accurate instructions for product use • Recognition of new trends and products with regard to: <ul style="list-style-type: none"> – the development of various forms of cosmetics – the expected effects of the active ingredients – the introduction of perfumes in product lines
<ul style="list-style-type: none"> • Complete description of the different products and their characteristics • Explanation of criteria for selecting products • Accurate comparison of different hand care products in terms of: <ul style="list-style-type: none"> – types and effects – active ingredients – contraindications – possible combinations – costs • Establishment of realistic expectations regarding the anticipated effects |
|---|--|

- Accurate instructions for product use
 - Recognition of new trends and products with regard to:
 - the development of various forms of cosmetics
 - the expected effects of the active ingredients
4. Provide explanations about foot care products
- Complete description of the different products and their characteristics
 - Explanation of criteria for selecting products
 - Accurate comparison of different foot care products in terms of:
 - types and effects
 - active ingredients
 - contraindications
 - possible combinations
 - costs
 - Establishment of realistic expectations regarding the anticipated effects
 - Accurate instructions for product use
 - Recognition of new trends and products with regard to:
 - the development of various forms of cosmetics
 - the expected effects of the active ingredients
5. Provide explanations about makeup products
- Complete description of the different products and their characteristics
 - Explanation of criteria for selecting products
 - Accurate comparison of different makeup products in terms of:
 - types and effects
 - active ingredients
 - contraindications
 - possible combinations
 - costs
 - Establishment of realistic expectations regarding the anticipated effects
 - Accurate instructions for product use
 - Recognition of new trends and products with regard to:
 - the development of various forms of cosmetics
 - the expected effects of the active ingredients
6. Provide explanations about hair removal products
- Complete description of the different products and their characteristics
 - Explanation of criteria for selecting products

- Relevant connections made between products and:
 - the areas of the body involved
 - the client's general health
 - the appearance of the skin and hair
 - the sequence of steps
 - Accurate comparison of different hair removal products in terms of:
 - types and effects
 - active ingredients
 - contraindications
 - costs
 - Establishment of realistic expectations regarding the anticipated effects
 - Accurate instructions for product use
 - Recognition of new trends and products with regard to:
 - the development of various forms of cosmetics
 - the expected effects of the active ingredients
7. Provide explanations about complementary beauty care products
- Relevant description of different sun care products and their characteristics
 - Relevant description of different perfumery products and their characteristics
 - Relevant description of different basic body care products and their characteristics
 - Explanation of criteria for selecting products
 - Accurate comparison of different complementary cosmetic products in terms of:
 - types and effects
 - active ingredients
 - contraindications
 - possible combinations
 - costs
 - Establishment of realistic expectations regarding the anticipated effects
 - Accurate instructions for product use
 - Recognition of new trends and products with regard to:
 - the development of various forms of cosmetics
 - the expected effects of the active ingredients

For the competency as a whole:

- Use of appropriate terminology
- Effective use of reference documents
- Consideration of the condition of the skin and its appendages when recommending products

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Determine the client's needs and expectations

- Apply questioning techniques
- Questioning techniques
- Listening ability
- Assess the client's needs and whether his or her expectations are realistic
- Recognition of the client's needs and expectations with respect to cosmetic products
- Contraindications for the use of cosmetic products
- Appropriate products used based on the client's needs and expectations
- Determine the client's priority need
- Analysis of the client's needs
- Consistency between the client's needs and the general appearance of his or her skin
- Prioritization of expectations

2. Provide explanations about products for the face, neck and décolleté

- Associate products for the face, neck and décolleté with the client's needs
- Characteristics of products: cosmetic forms, components, effects
- Criteria for selecting products
- Manufacturers' instructions
- Compare different product lines for the face, neck and décolleté
- Types and effects
- Active ingredients
- Combination of products
- Costs
- Commercial packaging
- Recognize trends and new products for the face, neck and décolleté
- Development of various cosmetic forms
- Expected effects of new active ingredients
- Description of new processes
- Comparison between new and older products

3. Provide explanations about hand care products

- Associate hand care products with the client's needs
- Characteristics of products: cosmetic forms, components, effects
- Criteria for selecting products
- Manufacturers' instructions
- Compare different hand care product lines
- Types and effects
- Active ingredients
- Combination of products
- Costs
- Commercial packaging

- Recognize new hand care trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Comparison between new and older products
4. Provide explanations about foot care products
- Associate foot care products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different foot care product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging
 - Recognize new foot care trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Comparison between new and older products
5. Provide explanations about makeup products
- Associate makeup products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different makeup product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging
 - Recognize new makeup trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Comparison between new and older products
6. Provide explanations about hair removal products
- Associate hair removal products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different hair removal product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging

- Recognize new hair removal trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Comparison between new and older products
7. Provide explanations about complementary beauty care products
- Associate sun care products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different sun care product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging
 - Recognize new sun care trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Description of new processes
 - Comparison between new and older products
 - Provincial and federal laws respecting sun care products
 - Associate perfumery products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different perfumery product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging
 - Recognize new perfumery trends and products
 - Development of various cosmetic forms
 - Expected effects of new active ingredients
 - Description of new processes
 - Comparison between new and older products
 - Associate body care products with the client's needs
 - Characteristics of products: cosmetic forms, components, effects
 - Criteria for selecting products
 - Manufacturers' instructions
 - Compare different body care product lines
 - Types and effects
 - Active ingredients
 - Combination of products
 - Costs
 - Commercial packaging

- Recognize new body care trends and products
- Development of various cosmetic forms
- Expected effects of new active ingredients
- Description of new processes
- Comparison between new and older products

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 8, 10, 12, 13, 14, 15, 16, 17 and 18
- Use terminology related to cosmetic products
- Commonly used terminology
- Recognized abbreviations
- Recognize the importance of keeping up to date
- Advantages
- Consequences of lack of information about products
- Concern for regularly updating their knowledge
- Use of resources
- Appropriation of the terminology related to cosmetology and the cosmeceuticals used in beauty care

Competency 8 Duration 120 hours Credits 8

Behavioural Competency

Statement of the Competency

Provide basic facial care.

Achievement Context

- At a workstation
- In a variety of occupational situations
- In the presence of a client
- In a relaxing atmosphere
- For the face, including the neck and decollete
- Using the necessary equipment, tools, materials, accessories and products
- Using the necessary documents

Elements of the Competency

Performance Criteria

1. Prepare the workstation

- Proper choice of cleaning and sterilizing products, if applicable
- Inspection of equipment and materials
- Organized set-up of equipment and materials

2. Greet and prepare the client

- Personalized greeting
- Appropriate positioning to ensure the client's comfort and well-being
- Demonstration of courtesy and attentive listening

3. Gather information

- Identification of all information on the client chart
- Determination of the main health problems that could:
 - contraindicate specific types of treatment or require additional precautions
 - require medical authorization
- Recognition of the client's needs and expectations
- Accurate explanation of the steps involved in basic care
- Client's signature on the client chart

4. Examine the skin

- Visual and tactile examination using equipment
- Accurate recognition of the main internal and external factors that can affect the appearance of the skin
- Accurate assessment of the appearance of the skin
- Consideration of situations requiring referral to a specialist
- In-depth analysis of the observations made and the results of the examination
- Appropriate communication of findings to the client

5. Provide cleansing care
 - Accurate selection of techniques, equipment and products based on the client's skin
 - Methodical application of the different skin cleansing techniques
 - Observance of instructions for using equipment and products
 - Special attention to signs of skin reaction
 - Satisfactory answers to the client's questions
 - Economical use of products
 - Concern for the quality of the work
6. Apply massage manoeuvres
 - Accurate selection of techniques, equipment and products based on the client's specific skin needs
 - Methodical application of different techniques for each type of treatment
 - Observance of instructions for using equipment and products
 - Proper sequence of steps
 - Special attention to signs of skin reaction
 - Appropriate choice of massage products
 - Performance of massage movements based on the type of treatment
 - Economical use of products
 - Concern for the quality of the work
7. Record all the relevant information on the client chart
 - Entry of all observations on the client chart
 - Clear entry of all information
8. Maintain a clean and organized work area
 - Organization of workstation and proper storage of all items
 - Proper cleaning of work area
 - Thorough inspection of equipment and premise

For the competency as a whole:

- Well-groomed appearance
- Use of appropriate terminology
- Effective use of reference documents
- Observance of asepsis, hygiene, health and safety rules
- Observance of ergonomic rules concerning posture and the set-up of the workstation
- Adoption of professional attitudes and behaviours
- Concern for the client's comfort and well-being
- Consideration of the client's level of satisfaction

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation

- Prepare the service table for basic facial care
 - Disinfection of equipment, tools and materials
 - Choice of appropriate products for the face, neck and décolleté
 - Choice of tools (manual brush for the face, tweezers) and accessories
 - Choice of equipment (steam bath, high frequency, atomization, etc.)
 - Set-up of equipment and accessories in order of use
- Prepare the client's chair
 - Working position
 - Set-up of apparel (bathrobe or kimono) and linens
 - Set-up of accessories to ensure the client's comfort

2. Greet and prepare the client

- Ensure the client's comfort
 - Method for positioning the client for treatment of the face, neck and décolleté based on the workstation
 - Set-up of the appropriate comfort accessories for the neck, back and legs
- Apply greeting techniques
 - (Review of Competency 4)
- Explain the procedure for basic facial care
 - Goal of basic treatment and steps involved
 - Explanation of each step
 - Accurate estimate of length of session
 - Answers to client's questions
 - Reassurance of client

3. Gather information

- Learn about the client's facial care habits and the products used at home
 - Information about the types of facial care and their frequency
 - Information about the products used and the frequency of their application
 - Clear, accurate entry of information on the client chart
- Learn about the client's needs and expectations with respect to basic facial care
 - Application of questioning techniques
 - Establishment of connections with the client's history of treatments for the face, neck and décolleté

4. Examine the skin

- Use the appropriate equipment for an examination of the skin
- (Review of Competency 5)
- Recognize the signs of abnormalities and conditions of the skin and hair that could contraindicate certain facial treatments
- Main skin abnormalities and conditions observed
- Main hair abnormalities and conditions observed
- Limitations of the occupation
- Recognition of situations requiring referral to a specialist
- Entry of observations and findings on the client chart
- Establish a general profile of the appearance of the skin and hair
- (Review of Competency 5)
- Examine the skin thoroughly
- (Review of Competency 5)

5. Provide cleansing care

- Distinguish between the different cleansers
- Characteristics of cleansers: purpose, goal and procedure
- Selection of cleansers for the face based on the appearance of the skin
- Apply skin cleansing techniques
- Observance of manufacturers' recommendations concerning the application of products
- Observance of technique for using equipment to cleanse the skin
- Use of skin cleansing accessories

6. Apply massage manoeuvres

- Distinguish between the different products
- Characteristics of products: purpose, goal and procedure
- Selection of products based on the appearance of the skin
- Apply techniques for massaging products into the skin
- Observance of manufacturers' recommendations concerning the application of products
- Observance of technique for using equipment

7. Record all the relevant information on the client chart

- Associate the products used with the appearance of the client's skin
- Consistency between the type of product used and the desired effects
- Justification of criteria for selecting products
- Recommended products consistent with the client's needs and expectations
- Prepare an information sheet
- Entry of products used
- Recommendation of products
- Follow-up of product purchases

8. Maintain a clean and organized work area

- Clean and disinfect the tools and accessories used for basic facial care
- Use of cleaning and disinfecting products
- Determination of the equipment, tools and accessories that came into contact with the client's face
- Application of cleaning and maintenance techniques in accordance with manufacturers' recommendations
- Store all items
- Inspection of equipment
- Application of handling rules and storage methods

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 2, 3, 4, 5, 6 and 7
- Observe hygiene and safety rules
- (Review of Competency 2)
- Recognize the importance of adopting professional attitudes and behaviours
- Rules of courtesy
- Establishment of a relationship of trust
- Adaptation of their approach to the client
- Use of professional language
- Use terminology related to basic facial care
- Commonly used terminology

Competency 9 Duration 105 hours Credits 7

Behavioural Competency

Statement of the Competency

Apply basic makeup.

Achievement Context

- At a workstation
- In the presence of a client
- Using a colour chart
- Using the necessary equipment, tools, materials, accessories and products
- Taking into account the client's age and morphological characteristics
- Using the necessary documents
- For daytime makeup

Elements of the Competency

Performance Criteria

- | | |
|------------------------------------|--|
| 1. Prepare the workstation | <ul style="list-style-type: none"> • Appropriate choice of cleaning and disinfecting products • Observance of cleaning instructions • Cleanliness of equipment, materials and accessories • Equipment, materials, accessories and products set up based on the order in which they are to be used |
| 2. Greet and prepare the client | <ul style="list-style-type: none"> • Personalized greeting • Safe, comfortable positioning of the client • Establishment of a relationship of trust |
| 3. Gather information | <ul style="list-style-type: none"> • Identification of all information on the client chart • Determination of factors that could contraindicate makeup application • Accurate recognition of the client's preferences, needs and expectations • Clear, accurate entry of information on the client chart |
| 4. Carry out the preliminary steps | <ul style="list-style-type: none"> • Proper skin preparation • Accurate assessment of the appearance of the skin, as well as the client's complexion and skin tone • Consideration of the observations made in establishing a general skin profile • Accurate observations about each morphological element of the face: <ul style="list-style-type: none"> – shape – asymmetry – features |

- Clear, accurate entry of observations on the client chart
- 5. Shape the eyebrows
 - Correct application of tweezing technique
 - Consideration of the client's sensitivity
 - Use of products designed to alleviate pain
 - Correct removal of the hair based on its natural growth and skin tension
 - Hair removal appropriate for eyebrow shape and the morphological shape of the face
 - Verification of the cleanliness of the work
 - Precise movements
- 6. Determine the type of makeup to apply
 - Consideration of colour harmonies
 - Appropriate choice of basic products based on skin type
 - Cosmetic form of makeup products appropriate for the skin's hydration and secretion levels
- 7. Apply makeup techniques
 - Accurate description of the sequence of steps and the products used
 - Observance of the sequence of steps in applying the techniques
 - Concern for clean makeup application
- 8. Record all the relevant information on the client chart
 - Entry of all information on the client chart
 - Entry of products used and other relevant information on the client chart
 - Clear entry of all information
- 9. Maintain a clean and organized work area
 - Appropriate choice of cleaning and disinfecting products
 - Methodical application of the rules for maintaining a workstation
 - Thorough inspection of the cleanliness of the workstation

For the competency as a whole:

- Well-groomed appearance
- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Observance of time limits
- Consideration of style trends
- Attention to detail and precision when performing movements and handling makeup accessories

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation

- Prepare a makeup table
 - Disinfection of equipment, tools and materials
 - Choice of facial cleansers
 - Choice of makeup products
 - Choice of tools (brushes, spatulas) and accessories
 - Tools and accessories set up based on the order in which they are to be used
- Prepare the client's chair
 - Selection of the appropriate apparel
 - Preparation of linens
 - Set-up of accessories to ensure the client's comfort

2. Greet and prepare the client

- Adjust the chair to ensure the client's comfort
 - Positioning of client at the makeup workstation
 - Use of accessories to ensure the client's comfort
- Apply greeting techniques
 - (Review of Competency 4)
- Explain the steps involved in applying basic makeup
 - Goal and steps involved
 - Explanation of each step
 - Estimate of length of the session
 - Answers to client's questions
 - Reassurance of client

3. Gather information

- Learn about the client's makeup habits and the products used at home
 - Information about the types of makeup and the frequency of their application
 - Information about the products used and the frequency of their application
 - Clear, accurate entry of information on the client chart
- Learn about the client's needs and expectations with respect to makeup
 - Application of questioning techniques
 - Establishment of connections with the client's makeup history

4. Carry out the preliminary steps

- Prepare the skin
 - Observation of the overall appearance of the skin
 - Selection of cleansing products
 - Observation of asymmetries
 - Clear, accurate entry of information on the client chart

- Identify the morphological characteristics of the face
 - Use a facial morphology chart
5. Shape the eyebrows
 - Apply measuring techniques
 - Apply tweezing techniques
 6. Determine the type of makeup to apply
 - Recognize the characteristics of colour
 - Determine the elements to include in the colour chart
 - Show concern for the effect of light on colour
 - Distinguish between makeup products and their cosmetic forms
 - Select appropriate products for the client
 7. Apply makeup techniques
 - Prepare to apply the makeup
- Features
 - Explanation of the purpose of the analysis of the morphological characteristics of the face
 - Link between muscle contractions and facial expressions
 - Entry of features and their morphological characteristics on the client chart
 - Entry of corrections to be made to the eyebrow line
 - Use of appropriate terminology
 - Use of abbreviations
 - Use of units of measure
 - Characteristics of different face shapes
 - Use of pain relievers as needed
 - Definition of reference points
 - Definition of eyebrow line
 - Observance of tweezing technique
 - Nature and origin
 - Primary, secondary and complementary colours
 - Warm, cold and neutral colours
 - Colour intensity
 - Subtractive and additive colours
 - Colour harmonies
 - Colours and harmonies
 - Tone, tonality and contrast
 - Chromatic harmonies
 - (Review of Competency 7)
 - Cosmetic forms, components and effects
 - Selection criteria
 - Consideration of morphological characteristics
 - Types of makeup
 - Choice of products based on the skin's overall appearance
 - Cleanliness of face
 - Application of cream base
 - Application of foundation

- Apply eye makeup
 - Application of concealer
 - Selection of harmonious colours
 - Observance of application techniques
 - Apply lip makeup
 - Explanation of each step to the client
 - Choice of products based on the skin's overall appearance
 - Selection of harmonious colours
 - Application of different techniques for applying eye makeup
 - Techniques adapted to the morphological characteristics of the face
 - Apply cheek makeup
 - Explanation of each step to the client
 - Choice of products based on the skin's overall appearance
 - Selection of harmonious colours
 - Application of different techniques for applying lip makeup
 - Techniques adapted to the morphological characteristics of the face
 - Use light and shadow techniques
 - Explanation of each step to the client
 - Choice of products based on the skin's overall appearance
 - Selection of harmonious colours
 - Application of different techniques for applying cheek makeup
 - Techniques adapted to the morphological characteristics of the face
 - Apply eyebrow makeup
 - Choice of different cosmetic forms (powder, cream)
 - Application of different light and shadow techniques to the face
 - Techniques adapted to the morphological characteristics of the face
- 8. Record all the relevant information on the client chart
 - Prepare an information sheet
 - Choice of different cosmetic forms (liner, powder)
 - Harmonization of eyebrow colour with hair colour
 - Application of touch-ups based on the morphological characteristics of the face
 - Entry of products used
 - Recommendation of products

9. Maintain a clean and organized work area

- Clean and disinfect the tools and accessories used
- Use of cleaning and disinfecting products
- Determination of the tools and accessories that came into contact with the client's face
- Application of cleaning and maintenance techniques
- Store all items
- Application of handling rules and storage methods

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 2, 3, 4, 5 and 7
- Observe hygiene and safety rules
- (Review of Competency 2)
- Recognize the importance of adopting professional attitudes and behaviours
- Observance of the rules of courtesy
- Establishment of a relationship of trust
- Adaptation of their approach to the client
- Use of professional language
- Use terminology related to makeup
- Commonly used terminology

Competency 10 Duration 90 hours Credits 6

Behavioural Competency

Statement of the Competency

Provide hand and nail care.

Achievement Context

- At a workstation
- In the presence of a client
- Using the necessary equipment, tools, materials, accessories and products
- For hand and nail care or for the application of false nails
- Using the necessary documents

Elements of the Competency

Performance Criteria

- | | |
|---|---|
| 1. Prepare the workstation | <ul style="list-style-type: none"> • Appropriate selection of equipment and materials • Safe set-up of workstation • Materials and accessories set up based on the order in which they are to be used • Cleanliness of work area and materials |
| 2. Greet and prepare the client | <ul style="list-style-type: none"> • Personalized greeting • Appropriate positioning to ensure the client's comfort and well-being • Establishment of a relationship of trust |
| 3. Gather information | <ul style="list-style-type: none"> • Identification of all the relevant information • Determination of factors that could contraindicate hand and nail care or require additional precautions • Accurate identification of the client's needs and expectations |
| 4. Examine the skin and nails and their morphological characteristics | <ul style="list-style-type: none"> • Accurate assessment of the appearance of the skin and nails • Accurate distinction between the different types of hands and nails • Accurate identification of the specific characteristics of: <ul style="list-style-type: none"> – the hands – the nails • Recognition of signs of skin and nail abnormalities and conditions • Consideration of situations requiring referral to a specialist • Accurate interpretation of observations • Clear entry of observations on the client chart |

5. Determine the different types of hand and nail care
 - Accurate distinction between the different types of hand and nail care
 - Accurate recognition of criteria for selecting the type of care to be given
 - Accurate determination of the type of care to be given based on the examination
 - Reformulation of the client's needs and expectations
 - Demonstration of analytical skills
 - Appropriate choice of materials and products based on the type of care to be given
6. Apply hand and nail care techniques
 - Observance of techniques for cleaning hands and nails
 - Proper application of hand care techniques designed to:
 - hydrate, soothe and nourish the skin
 - exfoliate the skin
 - improve circulation and pigmentation
 - smooth calluses and rough spots
 - control perspiration
 - provide relaxation
 - Observance of instructions for using techniques, equipment and products
 - Attention to signs of skin reactions
 - Selection and performance of appropriate massage movements for the hand and forearm based on the desired effect
 - Concern for proper positioning of the client's arm and hand
7. Give a manicure
 - Correct sequence of steps
 - Accurate determination of nail shape based on the morphological characteristics of the hand
 - Proper use of techniques for applying:
 - nail polish
 - gel
 - resin, etc.
 - Choice of colour based on the client's preferences and:
 - coordination with the client and his or her clothing
 - the client's complexion
 - the nails' natural colour
 - the client's age
 - Proper application of the product on the entire surface of the nails without getting any on the skin or cuticle
 - Regular verification of the client's position
 - Careful touch-ups, if applicable
 - Efficient use of time and energy

- | | |
|--|---|
| 8. Record all the relevant information on the client chart | <ul style="list-style-type: none"> • Entry of all observations on the client chart • Clear entry of all information |
| 9. Maintain a clean and organized work area | <ul style="list-style-type: none"> • Cleanliness of work area and materials • Effective set-up of work area |

For the competency as a whole:

- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Effective use of reference documents provided by the manufacturers of the equipment and cosmetic products used
- Consideration of the client's level of satisfaction
- Concern for the quality of the work

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

- | | | |
|---------------------------------|--|---|
| 1. Prepare the workstation | <ul style="list-style-type: none"> • Prepare a table for hand and nail care | <ul style="list-style-type: none"> • Disinfection of equipment, tools and materials • Choice of products based on the type of care to be given • Choice of tools and accessories • Tools (file, cuticle trimmer, nail clipper) and accessories set up based on the order in which they are to be used |
| 2. Greet and prepare the client | <ul style="list-style-type: none"> • Apply greeting techniques • Ensure the client's comfort | <ul style="list-style-type: none"> • (Review of Competency 4) • Positioning of client at the hand and nail care workstation • Use of accessories to ensure the client's comfort |
| 3. Gather information | <ul style="list-style-type: none"> • Learn about the client's hand and nail care habits and the products used at home | <ul style="list-style-type: none"> • Information about the types and frequency of hand and nail care received • Information about the products used and the frequency of their application • Clear, accurate entry of information on the client chart |

- Learn about the client's needs and expectations with respect to hand and nail care
 - Application of questioning techniques
 - Establishment of connections with the client's hand and nail care history
4. Examine the skin and nails and their morphological characteristics
- Recognize the signs of skin and nail diseases that could contraindicate certain types of hand and nail care
 - Main abnormalities observed
 - Main infections observed
 - Recognition of situations requiring referral to a specialist
 - Entry of observations and findings on the client chart
 - Establish a general profile of the appearance of the skin and nails
 - Synthesis of observations (hydration, pigmentation)
 - Priorities
 - Entry of results on the client chart
 - Identify the features of hands and nails
 - Characteristics of each feature
 - Explanation of the purpose of the analysis of the morphological characteristics of the hands
 - Apply measuring techniques
 - Use of units of measure
 - Recognition of the specific characteristics of the hands and nails
 - Observance of the hands' morphological proportions
 - Use a morphological chart
 - Entry of the features of the hands and nails and their characteristics
5. Determine the different types of hand and nail care
- Distinguish between the different types of hand and nail care
 - Categories of hand care
 - Categories of nail care
 - Purpose and characteristics of the types of care
 - Procedure: sequence of steps and length of the session
 - Interpret the results of the examination of the skin and nails with a view to selecting the appropriate types of care
 - Analysis of the client chart and the results of the examination
 - Reformulation of the client's needs and expectations
 - Capacity for synthesizing
6. Apply hand and nail care techniques
- Clean and disinfect the hands and nails
 - Use of nail polish remover
 - Use of products to clean and disinfect the hands and nails
 - Use of manicure bowl

- Perform massage movements on the hands and forearms
 - Performance of movements depending on the area to be treated
 - (Review of Competency 6)
 - Consideration of how the circulatory system in the hands and forearms works
 - React in the event of a skin irritation in the upper limbs
 - Determination of causes
 - Assessment of the risk of continuing the treatment
 - Modification of the procedure
 - Selection of soothing hand care products
7. Give a manicure
- Determine the nail shape based on the analysis of the hand's morphological characteristics
 - Physiological and anatomical characteristics of the hands and nails
 - Reformulation of the client's preferences
 - Use of nail file
 - Use techniques for applying:
 - nail polish
 - gel
 - resin, etc.
 - Specific characteristics of the different techniques
 - Criteria for selecting the appropriate techniques
 - Steps involved in each specific technique
 - Select the product colour
 - Appropriate for the client's makeup, clothing and accessories
 - Observance of technique for applying nail polish
 - Touch-ups, if applicable
 - Concern for client satisfaction
8. Record all the relevant information on the client chart
- Prepare an information sheet
 - Entry of the products used
 - Transcription of the morphological characteristics
 - Entry of touch-ups done
9. Maintain a clean and organized work area
- Disinfect the materials and tools used
 - Use of products to disinfect the materials and tools
 - Determination of the equipment, tools and accessories that came into contact with the client's upper limbs
- For the competency as a whole:*
- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 2, 3, 4, 5, 6 and 7
 - Recognize the importance of adopting professional attitudes and behaviours
 - Observance of the rules of courtesy
 - Establishment of a relationship of trust
 - Adaptation of their approach to the client
 - Use of professional language

- Observe hygiene and safety rules
- Use terminology related to hand and nail care
- (Review of Competency 2)
- Commonly used terminology
- Vocabulary associated with morphology
- Abbreviations

Competency 11 Duration 45 hours Credits 3

Behavioural Competency

Statement of the Competency

Perform administrative tasks.

Achievement Context

- Using a computer and specialized software
- Using the necessary equipment and materials
- In accordance with the establishment's procedures, standards and requirements

Elements of the Competency

Performance Criteria

- | | |
|---|--|
| 1. Organize the work | <ul style="list-style-type: none"> • Preparation of the equipment and materials required to perform administrative tasks • Verification of the availability of human and material resources • Proper establishment of priorities • Verification of cash register float |
| 2. Manage files | <ul style="list-style-type: none"> • Proper use of different filing systems • Rapid retrieval of files • Appropriate filing technique • Full update and thorough follow-up of files |
| 3. Manage appointments | <ul style="list-style-type: none"> • Attentiveness to clients' requests • Realistic estimate of time required • Proper booking of appointments based on the availability of human and material resources • Sufficient leeway provided for unforeseen events • Appropriate choice of appointment book • Clients provided with accurate information • Observance of telephone etiquette • Clarity of information |
| 4. Perform routine financial transactions | <ul style="list-style-type: none"> • Inclusion and accuracy of information required on invoices • Accurate calculation of taxes and discounts • Information on the cash register report accurately transcribed to the deposit slip • Proper use of cash register system • Observance of procedure for each method of payment • Appropriate application of safety measures concerning cash register operations |

- Accurate identification of discrepancies
 - Thorough inspection of merchandise and supplies upon receipt of orders
 - Clean, orderly displays
 - Effective stock rotation
 - Accurate assessment of the establishment's needs
 - Entry of all information on purchase orders
 - Accurate entry of information
5. Produce a daily activity report
- Accurate reading of cash register report
 - Accurate, relevant information included in the cash register report
 - Ability to work independently

For the competency as a whole:

- Use of appropriate terminology
- Adoption of professional attitudes and behaviours
- Effective use of reference documents
- Proper use of equipment and materials

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Organize the work
 - Plan human and material resources
 - Verification of the availability of human and material resources
 - Planning of schedule and tasks, taking priorities into account
 - Main obstacles to the organization of a workday and their impact
2. Manage files
 - Create a client chart
 - Types of charts and characteristics
 - Tools needed to manage documents
 - Information to be recorded
 - Consult existing client charts
 - Verification of information in the file: health assessment, results of the examination of the skin and hair, treatments and purchases
 - File documents
 - Filing methods: advantages, disadvantages and limitations
 - Monitor files
 - File monitoring methods: calling clients back and updating information
 - Updating of files

3. Manage appointments

- Use a telephone system
 - Operation of a telephone system: telephone, voice mail, call forwarding and call answering
- Apply telephone etiquette
 - Impact of telephone greeting on customer service
 - Rules and standard turns of phrase
 - Attitudes and behaviours: courtesy, attentive listening and professionalism
- Schedule appointments
 - Work methods: use of equipment and materials, contingency management
 - Information to be recorded: characteristics, various elements, rules for taking notes and abbreviating words
- Confirm appointments
 - Telephone calls
 - Voice mail messages
 - Techniques for reformulating the client's needs and expectations

4. Perform routine financial transactions

- Use equipment
 - Characteristics of the equipment
 - Instructions for use, inspection and maintenance
- Open the cash register
 - Opening procedure
 - Use of equipment and materials
- Perform cash register operations
 - Routine operations: types and procedure
 - Use of equipment and materials
 - Components of a bill
 - Calculation of taxes and discounts
 - Application of method for receiving payment: cash, debit card, credit card, cheque, financing
 - Precautions to be taken when receiving payment
- Close the cash register
 - Closing procedure: calculations and operations
 - Use of equipment and materials

5. Monitor inventory

- Take inventory
 - Types of inventory and their characteristics
 - Criteria for effectively managing supplies
 - Use of inventory management software
 - Procedure for writing up the inventory
- Place an order
 - Establishment of needs with respect to materials and products
 - Preparation of a purchase order: types, characteristics and procedure

- Receive orders
 - Purchasing procedure and ordering methods: by telephone, by fax, in person
 - Inspection of merchandise and verification that it corresponds to the order placed
 - Impact of a missing product
 - Reasons and conditions for returning merchandise
 - Rules for handling merchandise
 - Rules for storing merchandise

6. Produce a daily activity report

- Gather the information needed to produce the report
 - Necessary documents
 - Information about daily activities to be determined
- Write the information in the report
 - Elements of the report: daily report and cash register report
 - Use of work tools
 - Rules for writing reports and procedure

For the competency as a whole:

- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 13, 14, 15, 16, 17 and 18
- Use terminology related to administrative tasks
 - Commonly used terminology
 - Recognized abbreviations
- Recognize the importance of a sense of responsibility and the ability to work independently
 - Responsibilities and decision-making (educational aims 3 and 4)
 - Available resources
 - Specific attitudes
 - Rules of document confidentiality
- Organize a workday
 - Organization of a workday: appointment management, billing, inventory, orders and contingency management

Competency 12 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Promote and sell cosmetic products and services.

Achievement Context

- In the presence of a client
- Using advertising and promotional materials or tools
- In accordance with appropriate products and services
- Using the necessary equipment, tools, materials, accessories and products
- Using demo products
- Using the necessary documents

Elements of the Competency

Performance Criteria

1. Determine the client's needs and expectations

- Consultation of existing client chart or creation of a new client chart
- Relevant questions asked to determine the client's expectations
- Accurate client profile
- Concern for adapting the approach to the client
- Attentive listening
- Recognition of client's motivations
- Determination of client's priority needs
- Demonstration of courtesy

2. Recommend services

- Accurate, relevant explanations about services offered
- Relevant answers to the client's questions
- Consideration of the client's priority needs
- Sales strategies adapted to the client
- Use of convincing arguments
- Use of methods for building customer loyalty
- Adoption of attitudes and behaviours specific to sales consulting
- Use of methods for improving the quality of sales consulting

3. Recommend products

- Appropriate presentation of a variety of products likely to meet the client's needs
- Emphasis on the products' advantages
- Recommended products consistent with the client's priority needs
- Proper use of various sales techniques
- Sales strategies adapted to the client

- Variety of arguments used to answer questions and counter objections
 - Relevant answers to questions
4. Close the sale
- Proper use of sales closing techniques
 - Entry of all products and treatments sold on the client chart
 - Effective use of billing methods
 - Scheduling of future appointments, if applicable
 - Effective application of the principles of communication
5. Ensure client follow-up
- Use of methods for verifying client satisfaction
 - Use of relevant methods for building customer loyalty
 - Use of client follow-up methods
 - Effective use of methods for managing complaints
6. Assess whether sales objectives have been met
- Compilation of relevant information to evaluate sales results
 - Accurate interpretation of sales results
 - Modification of sales strategies
 - Use of methods for meeting sales objectives
7. Carry out a promotion
- Recognition of different types of promotions
 - Correct interpretation of target clientele
 - Proper use of promotional strategies
 - Adaptation of promotions to seasonal activities
8. Arrange different types of displays
- Recognition of the different types of displays
 - Effective use of visuals in the presentation of displays
 - Consideration of the desired effects
 - Attractive arrangement of cosmetic products and accessories
 - Consideration of the context in the presentation of products

For the competency as a whole:

- Well-groomed appearance
- Use of appropriate terminology and language adapted to the client
- Adoption of professional attitudes and behaviours
- Concern for the establishment's profitability
- Effective use of reference documents
- Application of quality management principles

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Determine the client's needs and expectations

- Recognize the client's motivations
 - Questioning techniques
 - Attitudes and behaviours: discussion, language, attitudes and behaviours
 - Determination of client's priority needs
 - Creation of an atmosphere of trust
 - Development of communication skills
- Recognize the type of client
 - Types of clients: profiles, consumer habits and behaviours
 - Client's body language
 - Client's reactions and hesitations
 - Characteristics of client satisfaction

2. Recommend services

- Present services
 - Types, characteristics, advantages and disadvantages
 - Effective use of reference documents
 - Services recommended consistent with the client's priority needs
 - Standard language and terminology
- Apply sales techniques focusing on services
 - Principles, steps and strategies
 - Methods of promoting the sale of services
 - Methods for improving the quality of sales consulting
 - Characteristics of a consultation
 - Use of arguments and objections
 - Personalized approach
 - Methods for building customer loyalty and ensuring after-sales service
- Refer to the laws and regulations governing the sale of services
 - Consumer policy
 - After-sales service policy

3. Recommend products

- Present products
 - Types, characteristics, advantages and disadvantages
 - Effective use of reference documents
 - Services recommended consistent with the client's priority needs
 - Standard language and terminology

- Apply sales techniques focusing on products
 - Principles, steps and strategies
 - Methods of promoting the sale of products
 - Methods for improving the quality of sales consulting
 - Characteristics of a consultation
 - Use of arguments and objections
 - Personalized approach: use of products
 - Methods for building customer loyalty and ensuring after-sales service
 - Refer to the laws and regulations governing the sale of products
 - Consumer policy
 - After-sales service policy
4. Close the sale
- Finish the sale
 - Recognition of when to close the sale: verbal and non-verbal signs indicating the client's desire to purchase
 - Main attempts to close a sale
 - Main methods of closing a sale: confirmation of agreement, conditions and restrictions
 - Prepare the bill
 - Use of equipment and tools
 - Preparation of bill
 - Request for payment (total amount)
 - Receipt of payment
 - Necessary documents
 - Entry of the sale on the client's chart
 - Additional information about the recommended services and products
 - Take leave of the client
 - Main attempts to end the discussion
 - Main methods of ending the discussion: confirmation of agreement, conditions and restrictions
 - Scheduling of future appointments
5. Ensure client follow-up
- Build customer loyalty
 - Follow-up procedure: verification of client satisfaction, application of complaint management procedure and confirmation of appointments
 - Means of promoting follow-up
7. Assess whether sales objectives have been met
- Interpret their sales record
 - Compilation of results
 - Examination of sales strategies
 - Analysis of results
 - Assessment of their attitudes, behaviours and personal and occupational objectives
 - Sales representative profile

- Adapt to specific conditions
 - Complexity of services to be sold
 - Difficult communication situations
 - Work environment
6. Carry out a promotion
- Plan a promotion
 - Types and characteristics
 - Establishment of target clientele
 - Development of promotional strategies
 - Implementation of promotions
 - Use promotional methods
 - Promotional tools
 - Implementation of promotions
 - Adapt to specific conditions
 - Complexity of the task
 - Constraints
7. Arrange different types of displays
- Plan the type of display
 - Types of display by season, occasion and desired effects, in particular in terms of visuals
 - Main characteristics
 - Exploit various creative possibilities
 - Adaptation of display to surrounding decor
 - Use of colour
 - Use of materials and accessories
 - Adapt to specific conditions
 - Complexity of the task
 - Constraints
- For the competency as a whole:*
- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 13, 14, 15, 16, 17 and 18
 - Use terminology related to the promotion and sale of products and services
 - Commonly used terminology
 - Recognize the importance of selling products and services
 - Main advantages: satisfaction of the client's needs, profitability, increased revenue, customer loyalty
 - Develop the ability to critique their work
 - Quality standards
 - Strengths and weaknesses
 - Development of creativity
 - Apply the rules of ethics
 - Competition
 - Confidentiality
 - Respect for the client

Competency 13 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Apply elaborate makeup.

Achievement Context

- At a workstation
- In the presence of a client
- Using the necessary documents
- Using the necessary equipment, tools, materials, accessories and products
- For elaborate evening and special occasion makeup

Elements of the Competency**Performance Criteria**

- | | |
|------------------------------------|---|
| 1. Prepare the workstation | <ul style="list-style-type: none"> • Appropriate selection of equipment and materials • Safe set-up of workstation • Materials and accessories set up based on the order in which they will be used • Cleanliness of work area and materials |
| 2. Greet and prepare the client | <ul style="list-style-type: none"> • Personalized greeting • Appropriate positioning to ensure the client's comfort and well-being • Establishment of a relationship of trust |
| 3. Gather information | <ul style="list-style-type: none"> • Identification of all information on the client chart • Determination of factors that could contraindicate makeup application or require additional precautions • Accurate recognition of the client's preferences, needs and expectations • Clear, accurate entry of information on the client chart |
| 4. Carry out the preliminary steps | <ul style="list-style-type: none"> • Proper skin preparation • Accurate assessment of the appearance of the skin • Accurate observations about each morphological characteristic of the face • Accurate recognition of: <ul style="list-style-type: none"> – the shape of the face – the asymmetry of the face – the features of the face • Accurate determination of corrective actions to take to balance out the morphological characteristics of the face • Clear, accurate entry of observations on the client chart |

- 5. Determine the type of makeup to apply
 - Proper removal of eyebrow growth
 - Clarification of the client's preferences and expectations based on the occasion
 - Type of makeup appropriate for the occasion
 - Appropriate choice of:
 - basic products depending on skin type
 - the cosmetic form of the products
 - colours, based on general harmony
 - Consideration of the morphological characteristics of the face in establishing a general profile of the client's features
- 6. Apply makeup techniques
 - Observance of the sequence of steps in applying the techniques
 - Corrective actions appropriate for the morphological characteristics identified
 - Harmonization of eyebrow colour with hair colour
 - Observance of technique for applying false eyelashes
 - Concern for clean makeup application
- 7. Recommend and sell products and services
 - Relevant advice concerning the use of makeup products at home
 - Appropriate suggestions for the next makeup appointment depending on the context
 - Presentation of various services based on the appearance of the skin
 - Use of persuasive arguments intended to interest the client in other services
 - Proper use of sales closing techniques
 - Entry of all information on the client chart
- 8. Perform administrative tasks
 - Entry of all products sold on the client chart
 - Accurate billing calculations
 - Effective use of billing methods
 - Respect for the client's needs when scheduling an appointment
- 9. Maintain a clean and organized work area
 - Appropriate choice of cleaning and disinfecting products
 - Methodical application of the rules for maintaining a workstation

For the competency as a whole:

- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours

- Observance of time limits
- Consideration of style trends
- Attention to detail and precision when performing movements and handling makeup accessories

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation
 - Set up a makeup table
 - (Review of Competency 9)
 - Choice of makeup products
 - Choice of tools (brushes, spatulas) and accessories
 - Prepare the client's chair
 - (Review of Competency 9)
2. Greet and prepare the client
 - Adjust the chair to ensure the client's comfort
 - (Review of Competency 9)
 - Apply greeting techniques
 - (Review of Competency 4)
 - Explain the characteristics of the application of elaborate makeup
 - Goal and characteristics of elaborate makeup
 - Explanation of each step
 - Estimate of length of the session
 - Answers to client's questions
 - Reassurance of client
3. Gather information
 - Learn about the client's makeup habits and the products used at home
 - (Review of Competency 9)
 - Learn about the client's needs and expectations with respect to makeup
 - Application of questioning techniques
 - Establishment of connections with the client's makeup history
4. Carry out the preliminary steps
 - Prepare the skin
 - (Review of Competency 9)
 - Observe the morphological characteristics of the face
 - (Review of Competency 9)
 - Determine the corrective makeup techniques to apply to the face
 - (Review of Competency 9)
 - Remove eyebrow growth
 - (Review of Competency 9)

5. Determine the type of makeup to apply

- Distinguish between the different types of makeup
 - Types of makeup: for evenings and special occasions
 - Characteristics of makeup: purpose, goal and application procedure
 - Determination of factors that influence the choice of makeup
- Adapt the makeup to the occasion
 - Clarification of client's preferences and expectations
 - Makeup style appropriate for the client's age
 - Consideration of morphological characteristics of the face
 - Characteristics of the occasion
 - Choice of type of makeup

6. Apply makeup techniques

- Prepare to apply the makeup
 - Cleanliness of face
 - Application of cream base
 - Application of foundation
 - Application of concealer
 - Choice of products based on the skin's overall appearance
 - Selection of harmonious colours
 - Observance of application techniques
- Apply eye makeup
 - Application of different techniques for applying eye makeup
 - Selection of harmonious colours
 - Techniques adapted to the morphological characteristics of the face
 - Explanation of each step to the client
 - Choice of products based on the skin's overall appearance
- Apply lip makeup
 - Application of different techniques for applying lip makeup
 - Selection of harmonious colours
 - Techniques adapted to the morphological characteristics of the face
 - Explanation of each step to the client
 - Choice of products based on the skin's overall appearance
- Apply cheek makeup
 - Application of different techniques for applying cheek makeup
 - Selection of harmonious colours
 - Techniques adapted to the morphological characteristics of the face
 - Explanation of each step to the client

- Use light and shadow techniques
 - Apply eyebrow makeup
 - Apply false eyelashes
 - 7. Recommend and sell products and services
 - Recommend makeup products
 - Apply sales strategies
 - Plan a personalized makeup course
 - 8. Perform administrative tasks
 - Bill the client
 - 9. Maintain a clean and organized work area
 - Clean and disinfect the tools and accessories used
 - Store all items
- Choice of products based on the skin's overall appearance
 - Application of different light and shadow techniques to the face
 - Choice of different cosmetic forms (powder, cream)
 - Observance of techniques based on the morphological characteristics of the face
 - Choice of different cosmetic forms (liner, powder)
 - Harmonization of eyebrow colour with hair colour
 - Application of touch-ups based on the morphological characteristics of the face
 - Technique
 - Characteristics of products
 - Products used consistent with the client's priority needs
 - Suggestion of promotions
 - (Review of Competency 12)
 - Respect for client's availability and budget
 - Observance of predetermined duration
 - Preparation of the necessary materials and products
 - Preparation of teaching materials
 - Set-up of room
 - Establishment of a work schedule
 - Entry of new purchases and information on the client chart
 - Entry of purchases on the client chart
 - (Review of Competency 11)
 - Use of cleaning and disinfecting products
 - Determination of the tools and accessories that came into contact with the client's face
 - Application of cleaning and maintenance techniques
 - Application of handling rules and storage methods

For the competency as a whole:

- Situate the competency with respect to the occupation
- Observe hygiene and safety rules
- Recognize the importance of adopting professional attitudes and behaviours
- Use terminology related to makeup
- Purpose of the competency
- Links with competencies 2, 3, 4, 5, 7, 9, 12 and 18
- (Review of Competency 2)
- Observance of the rules of courtesy
- Establishment of a relationship of trust
- Adaptation of their approach to the client
- Use of professional language
- Commonly used terminology

Competency 14

Duration 105 hours

Credits 7

Behavioural Competency

Statement of the Competency

Remove hair using wax, sugar paste and other hair removal products.

Achievement Context

- At a workstation
- Using the necessary documents
- Using the necessary equipment, tools, materials, accessories and products
- Wearing gloves
- On a client with hair of the appropriate length
- On the following areas: legs, thighs, hands, arms, underarms, bikini line, back, torso, face, neck and nape of the neck

Elements of the Competency**Performance Criteria**

1. Prepare the workstation

- Appropriate choice of equipment, materials and products
- Safe preparation of equipment and materials
- Efficient set-up of work area
- Cleanliness of work area

2. Greet and prepare the client

- Personalized greeting
- Appropriate positioning to ensure the client's comfort and well-being
- Establishment of a relationship of trust
- Attitude of discretion and respect

3. Gather information

- Identification of all information on the client chart
- Determination of the main health problems that could contraindicate hair removal or require additional precautions
- Use of professional language adapted to the client
- Accurate recognition of the client's needs and expectations
- Relevant information obtained from the client
- Clear, accurate entry of relevant information on the client chart

4. Describe temporary hair removal methods

- Clear description of the characteristics of each hair removal method
- Description of the advantages and disadvantages of each temporary hair removal method
- Relevant information about the indications and contraindications associated with each method
- Accurate pre- and post-treatment instructions for each method

- Description of the characteristics of the equipment and materials used for each temporary hair removal method
 - Consideration of:
 - the client's general health
 - effects on the integumentary system
 - the desired results
 - possible ways of combining different methods
 - areas of the body involved
 - costs
5. Examine the skin and hair
- Determination of the main characteristics of the skin and hair
 - Complete visual and tactile examination using equipment
 - Appropriate use of the equipment and materials needed for the examination
 - Recognition of signs of skin and hair abnormalities and conditions
 - Accurate recognition of factors that could contraindicate hair removal
 - Entry of relevant information on the client chart
 - Effective communication of observations to the client
6. Remove hair using hot wax
- Clear explanation of the steps involved
 - Observance of hair removal technique:
 - correct assessment of wax temperature and texture
 - application of the appropriate pre-depilatory products
 - application of wax in thick, smooth strips with delineated edges
 - application of wax following the direction of hair growth
 - skin held taut
 - economical use of materials and products
 - application of the appropriate post-depilatory products
 - Appropriate adaptation of work postures based on the area to be waxed
 - Constant concern for client's comfort and well-being
 - Attention to signs of skin reactions
 - Dexterous and precise application of hair removal technique
 - Thorough inspection of the quality of the work
7. Remove hair using lukewarm wax
- Clear explanation of the steps involved

- Observance of hair removal technique:
 - correct assessment of wax temperature and texture
 - application of the appropriate pre-depilatory products
 - application of a thin, even layer of wax
 - appropriate direction of wax application and strip removal
 - rapid strip removal
 - skin held taut
 - economical use of materials and products
 - use of soothing hand movements when applying post-depilatory products
 - Neat, methodical work
 - Constant concern for client's comfort and well-being
 - Rapid performance of tasks
 - Dexterous and precise application of hair removal technique
 - Thorough inspection of the quality of the work
8. Remove hair using sugar paste or other hair removal products
- Clear explanation of the steps involved
 - Observance of hair removal technique:
 - application of the appropriate pre-depilatory products
 - skin held taut
 - economical use of materials and products
 - use of soothing hand movements when applying post-depilatory products
 - Dexterous and precise application of hair removal technique
 - Thorough inspection of the quality of the work
9. Recommend products and services
- Relevant recommendations for complementary products and services
 - Relevant advice concerning the use of products at home, and appropriate pre- and post-depilatory instructions
 - Effective scheduling of appointments
10. Perform administrative tasks
- Entry of all information on the client chart
 - Clear entry of treatments given and products used or sold on the client chart
 - Accurate billing calculations
 - Procedure depending on method of payment
 - Accurate entry of next appointment
11. Maintain a clean and organized work area
- Appropriate choice of cleaning and sterilizing products

- Appropriate and safe cleaning of workstation
- Proper storage
- Thorough inspection of the cleanliness of the workstation

For the competency as a whole:

- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Attention to broken and ingrown hairs and to any skin damage

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation

- Prepare the necessary equipment, materials and products
- Appropriate choice of equipment, materials and products
- Set-up of equipment, materials and products
- Inspection of equipment
- Application of health and safety rules

2. Greet and prepare the client

- Position the client
- Method of positioning the client appropriate for the area being treated
- Concern for the client's comfort
- Creation of a pleasant atmosphere

3. Gather information

- Learn about the client's hair removal habits and the products used at home
- Information about the hair removal methods used: equipment, materials, products and frequency of their use
- Identification of areas of the body where hair has been removed
- Interpretation of results
- Entry on the client chart

4. Describe temporary hair removal methods

- Describe temporary hair removal methods
- Different temporary hair removal methods: hot wax, lukewarm wax, sugar paste, razor
- General description of temporary hair removal methods: advantages, disadvantages, limitations and contraindications
- Comparison of the different methods
- Information about the cost of different methods

- Describe the necessary equipment and tools
 - Describe temporary hair removal products
 - Explain the temporary hair removal methods that could meet the client's needs
5. Examine the skin and hair
- Use equipment
 - Establish a general profile of the skin's appearance
 - Establish a general profile of the appearance of the hair
6. Remove hair using hot wax
- Carry out the preliminary steps
- Types of equipment and tools
 - Association of the methods used with the necessary equipment and tools
 - Types of products
 - Association of the methods used with the necessary products
 - Justification of choice of temporary hair removal methods adapted to the client's needs
 - Temporary hair removal methods appropriate for the skin's anatomical and physiological characteristics
 - Characteristics of the equipment
 - Manufacturers' instructions
 - Use of equipment: manufacturers' instructions and characteristics
 - Hygiene and safety rules
 - Choice of maintenance products
 - Observation criteria
 - Examination of the client chart
 - Analysis of results
 - Determination of areas of the body where hair is to be removed based on the analysis
 - Sense of observation
 - Observations
 - Characteristics and types of hair
 - Signs of hair abnormalities and conditions
 - Recognition of factors that affect the hair's appearance
 - Qualities to be developed: sense of observation and touch, relevance and accuracy of observations, professional attitudes and behaviours, discernment
 - Consequences of a lack of thoroughness
 - Description of the steps involved in preparing the client
 - Performance of preliminary steps
 - Cleaning and disinfecting of the area of the body to be treated
 - Verification of the temperature and texture of the wax
 - Use of pre-depilatory products

- Remove the hair
 - Adoption of appropriate work postures
 - Positioning of client
 - Attention to signs of the client's discomfort and corrective actions to take
 - Application of hair removal techniques in accordance with manufacturers' instructions
 - Attention to signs of skin reactions
 - Perform the final steps
 - Description of the final steps
 - Cleaning of surface treated
 - Application of touch-ups
 - Application of post-depilatory products
 - Quality criteria
 - Concern for client satisfaction
 - Post-depilatory advice
7. Remove hair using lukewarm wax
- Carry out the preliminary steps
 - Description of the steps involved in preparing the client
 - Performance of preliminary steps
 - Cleaning and disinfecting of the area of the body to be treated
 - Verification of the temperature and texture of the wax
 - Use of pre-depilatory products
 - Remove the hair
 - Adoption of appropriate work postures
 - Positioning of client
 - Attention to signs of the client's discomfort and corrective actions to take
 - Application of hair removal techniques in accordance with manufacturers' instructions
 - Attention to signs of skin reactions
 - Perform the final steps
 - Description of the final steps
 - Cleaning of surface treated
 - Application of touch-ups
 - Application of post-depilatory products
 - Quality criteria
 - Concern for client satisfaction
 - Post-depilatory advice
8. Remove hair using sugar paste or other hair removal products
- Carry out the preliminary steps
 - Description of the steps involved in preparing the client
 - Performance of preliminary steps
 - Cleaning and disinfecting of the area of the body to be treated

- Remove the hair
 - Verification of the temperature and texture of the sugar paste
 - Use of pre-depilatory products
 - Perform the final steps
 - Adoption of appropriate work postures
 - Positioning of client
 - Attention to signs of the client's discomfort and corrective actions to take
 - Application of hair removal techniques in accordance with manufacturers' instructions
 - Attention to signs of skin reactions
 - Description of the final steps
 - Cleaning of surface treated
 - Application of touch-ups
 - Application of post-depilatory products
 - Quality criteria
 - Concern for client satisfaction
 - Post-depilatory advice
- 9. Recommend products and services
 - Describe the products and services
 - Characteristics of the products and services
 - Products used consistent with the client's priority needs
 - Recommendation of complementary services
 - Concern for the client's priority needs
 - Apply sales strategies
 - Application of sales strategies: arguments and objections, sales consulting, personalized approach, promotions, after-sales policy
 - Adoption of attitudes and behaviours conducive to making sales
- 10. Perform administrative tasks
 - Schedule appointments
 - (Review of Competency 11)
 - Bill the client
 - (Review of Competency 11)
 - File documents
 - (Review of Competency 11)
- 11. Maintain a clean and organized work area
 - Clean and tidy up the work area
 - Choice and use of the necessary products
 - Application of cleaning and maintenance techniques
 - Risk factors
 - Preventive maintenance
 - Store all items
 - Handling rules
 - Storage methods

- Inspection of equipment
- Storage

For the competency as a whole:

- Situate the competency with respect to the occupation
- Use terminology related to hair removal using hot wax
- Recognize the importance of adopting professional attitudes and behaviours
- Take into account the general profile of the appearance of the skin and hair
- Ensure quality
- Purpose of the competency
- Links with competencies 2, 3, 4, 5, 6, 7, 11 and 12
- Commonly used terminology
- Observance of the rules of courtesy
- Establishment of a relationship of trust
- Adaptation of their approach to the client
- Concern for the client's well-being
- Concern for ensuring the client's privacy
- Use of professional language
- Ability to converse
- Concern for adopting a reassuring attitude
- Concern for listening to the client
- Ability to adapt
- Choice of type of wax
- Choice of pre- and post-depilatory products
- Specific characteristics of the areas to be treated
- Thoroughness
- Quality assessment

Competency 15 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Provide foot and nail care.

Achievement Context

- At a workstation
- In the presence of a client
- Using the necessary documents
- Using the necessary equipment, tools, materials, accessories and products
- Wearing gloves and a mask

Elements of the Competency

Performance Criteria

- | | |
|---|---|
| 1. Prepare the workstation | <ul style="list-style-type: none">• Observance of cleaning procedure• Safe set-up of workstation• Tools and materials set up based on the order in which they will be used |
| 2. Greet and prepare the client | <ul style="list-style-type: none">• Personalized greeting• Appropriate positioning to ensure the client's comfort and well-being• Establishment of a relationship of trust |
| 3. Gather information | <ul style="list-style-type: none">• Identification of all the relevant information• Determination of factors that could contraindicate foot and nail care or require additional precautions• Accurate identification of the client's needs and expectations |
| 4. Examine the skin and nails and their morphological characteristics | <ul style="list-style-type: none">• Proper handling of the equipment and materials required for the examination• Accurate assessment of the appearance of the skin and nails• Accurate identification of the specific characteristics of:<ul style="list-style-type: none">– the feet– the nails• Recognition of signs of skin and nail abnormalities and conditions• Consideration of situations requiring referral to a specialist• Accurate interpretation of observations• Clear entry of observations on the client chart |
| 5. Determine the different types of foot and nail care required | <ul style="list-style-type: none">• Accurate determination of the types of foot and nail care required |

- Appropriate choice of products based on the type of care and the desired outcome
 - Observance of criteria for selecting the type of care to provide
 - Types of care appropriate for the appearance of the skin and nails
 - Reformulation of the client's needs and expectations
6. Apply foot care techniques
- Special attention to the cleaning of feet and nails
 - Proper application of foot care techniques designed to:
 - hydrate, soothe and nourish the skin
 - exfoliate the skin
 - improve circulation
 - smooth calluses and rough spots
 - control perspiration and odour
 - smooth out cracked heels
 - provide relaxation
 - Observance of instructions for using techniques, equipment and products
 - Attention to signs of skin reactions
 - Selection and performance of appropriate massage movements for the feet and legs based on the desired effects
 - Positioning of the client to promote circulation
 - Tact and respect in dealing with problems observed
7. Give a pedicure
- Correct sequence of steps
 - Accurate determination of nail shape based on the morphological characteristics of the foot
 - Appropriate choice of materials and products based on the type of care to be given
 - Proper use of techniques for applying:
 - nail polish
 - gel
 - resin, etc.
 - Appropriate choice of nail polish colour
 - Proper application of the product on the entire surface of the nails without getting any on the skin or cuticle
 - Regular verification of the client's position
 - Clean application of product
 - Careful touch-ups, if applicable
 - Efficient use of time and energy

8. Recommend and sell products and services
 - Relevant advice given for using products and treatments at home with a view to achieving the best results
 - Description of complementary treatments adapted to the client and his or her needs
 - Use of persuasive arguments intended to interest the client in other services
 - Appropriate, realistic recommendations concerning healthy lifestyle and eating habits that could help improve the appearance of the skin and nails
 - Proper use of sales closing techniques
 - Entry of all information on the client chart
9. Perform administrative tasks
 - Entry of all treatments and products sold on the client chart
 - Accurate billing calculations
 - Procedure depending on method of payment
 - Appropriate use of billing equipment and materials
 - Effective scheduling of appointments
10. Maintain a clean and organized work area
 - Appropriate handling of cleaning and disinfecting products
 - Cleanliness of workstation
 - Appropriate storage

For the competency as a whole:

- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Effective use of manuals provided by the manufacturers of the equipment and cosmetic products used
- Consideration of the client's level of satisfaction
- Concern for the quality of the work

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Prepare the workstation
 - Prepare the foot care workstation
 - Disinfection of equipment, tools and materials
 - Choice of products based on the type of care to be given
 - Choice of tools and accessories
 - Tools (file, cuticle trimmer, nail clipper) and accessories (foot bath) set up based on the order in which they will be used

- Prepare the pedicure chair
 - Safety rules associated with pedicure chairs
 - Rules for positioning the client
 - Choice of linens and accessories for the pedicure chair
2. Greet and prepare the client
- Ensure the client's comfort
 - Method of positioning the client at a foot care workstation
 - Use of accessories to ensure the client's comfort
 - Learn about the client's needs and expectations with respect to foot and nail care
 - Application of questioning techniques
 - Establishment of connections with the client's foot and nail care history
3. Gather information
- Learn about the client's foot and nail care habits and the products used at home
 - Information about the types and frequency of foot care received
 - Information about the products used and the frequency of their application
 - Entry on the client chart
4. Examine the skin and nails and their morphological characteristics
- Recognize the signs of skin and nail diseases that could contraindicate certain types of foot and nail care
 - Main abnormalities observed
 - Main infections observed
 - Limitations of the occupation
 - Consideration of situations requiring referral to a specialist
 - Entry of observations and findings on the client chart
 - Establish a general profile of the appearance of the skin and nails
 - Synthesis of observations (hydration, dryness)
 - Priority of elements
 - Entry of results on the client chart
 - Identify the features of feet and nails
 - Characteristics of each feature
 - Explanation of the purpose of the analysis of the morphological characteristics of the feet
 - Apply measuring techniques
 - Use of units of measure
 - Characteristics of foot and nail shapes
 - Use a morphological chart
 - Entry of the features of the feet and nails and their characteristics
 - Identify corrective techniques required for the feet and hands
 - Observance of the client's morphological proportions
 - Consideration of the overall appearance of the feet
 - Description of the specific characteristics of the feet and nails

5. Determine the different types of foot and nail care required

- Distinguish between the different types of foot and nail care
 - Categories of foot and nail care: hydration, circulation, skin conditions, appearance and relaxation
 - Purpose and characteristics of the types of care
 - Procedure: sequence of steps and duration
- Interpret the results of the examination of the skin and nails with a view to selecting the appropriate types of care
 - Examination of the client chart in relation to the appearance of the skin and nails
 - Reformulation of the client's needs
 - Capacity for synthesizing

6. Apply foot care techniques

- Disinfect the feet and nails
 - Use of surgical gloves
 - Use of nail polish remover
 - Use of disinfecting products before and during the foot bath
 - Use of foot bath
- Perform massage movements on the hands and legs
 - Performance of movements depending on the area to be treated
 - Consideration of how the circulatory system in the legs and feet works
- React in the event of a skin irritation in the lower limbs
 - Determination of causes
 - Assessment of the risk of continuing the treatment
 - Modification of the procedure
 - Selection of soothing foot care products

7. Give a pedicure

- Determine the nail shape based on the analysis of the foot's morphological characteristics
 - Physiological and anatomical characteristics of the feet and nails
 - Reformulation of the client's needs
 - Use of nail file
- Select the nail polish colour
 - (Review of Competency 10)

8. Recommend and sell products and services

- Prepare an information sheet
 - Products used
 - Transcription of the morphological characteristics
 - Entry of touch-ups done
- Recommend complementary products based on the type of foot and nail care given
 - Distinction between the different complementary products
 - Choice of products based on type of care given
 - Entry of purchases on the client chart
 - Suggestion of promotions

- Recommend a personalized foot care plan
 - Consideration of the client's priority needs
 - Selection of complementary foot care
 - Entry of services on the client chart
9. Perform administrative tasks
- Schedule appointments
 - Respect for client's availability and budget
 - Observance of required waiting times between foot treatments
 - Consideration of the aesthetician's and the room's availability
 - Consideration of the time required for the selected treatment
10. Maintain a clean and organized work area
- Disinfect the tools and materials used
 - Use of disinfecting products
 - Determination of the equipment, tools and accessories that came into contact with the client's lower limbs
- For the competency as a whole:*
- Situate the competency with respect to the occupation
 - Purpose of the competency
 - Links with competencies 2, 3, 4, 5, 6, 9, 11, 12 and 18
 - Use terminology related to foot and nail care
 - Commonly used terminology
 - Vocabulary associated with morphology
 - Abbreviations
 - Recognize the importance of adopting professional attitudes and behaviours
 - Observance of the rules of courtesy
 - Establishment of a relationship of trust
 - Adaptation of their approach to the client
 - Use of professional language
 - Observe hygiene and safety rules
 - (Review of Competency 2)

Competency 16 Duration 120 hours Credits 8

Behavioural Competency

Statement of the Competency

Provide specific facial care.

Achievement Context

- Based on a client's priority needs
- In a relaxing atmosphere
- For deep-hydrating, normalizing, whitening and decongesting treatments for the face, including the neck and decollete
- Including pre- and post-surgical care and the preparation of the skin for exposure to the sun
- Using the necessary equipment, tools, materials, accessories and products
- Using the necessary documents

Elements of the Competency

Performance Criteria

- | | |
|---------------------------------|---|
| 1. Prepare the workstation | <ul style="list-style-type: none">• Organized set-up of equipment, materials and accessories• Cleanliness of equipment, materials and accessories• Appropriate choice of cleaning and disinfecting products |
| 2. Greet and prepare the client | <ul style="list-style-type: none">• Personalized greeting• Appropriate positioning to ensure the client's comfort and well-being• Demonstration of courtesy and attentive listening |
| 3. Gather information | <ul style="list-style-type: none">• Verification of treatments and products previously sold to the client• Verification of the date of the last appointment• Accurate interpretation of the information on the client chart• Relevant connections established between treatments and products and the effects obtained |
| 4. Examine the skin | <ul style="list-style-type: none">• Careful examination of the appearance of the skin• Proper handling of equipment, materials and accessories• Update of client chart after the examination, if applicable• Appropriate communication of findings to the client |

5. Distinguish between the different types of specific facial care
 - Accurate determination of the different types of specific facial care
 - Accurate recognition of the effects of each type of care
 - Logical association of the types of specific facial care with the appearance of the skin
 - Proper combination of specific facial care treatments designed to improve the appearance of the skin
 - Relevant connections established between the active principles of the products used and the desired effects
 - Recognition of the precautions and contraindications associated with the use of certain products
 - Relevant connections established between the examination results, the choice of care and the client's priority needs
 - Ability to make choices
6. Apply specific facial care techniques
 - Proper skin preparation
 - Observance of instructions for applying different techniques designed to normalize:
 - deep hydration levels
 - secretions
 - pigmentation
 - circulation
 - Methodical application of simultaneous treatments on different areas of the face, eyes, neck and décolleté
 - Safe use of equipment
 - Performance of massage movements appropriate to the treatment selected
 - Correct sequence of steps
 - Accurate observation of signs of skin reactions
 - Economical use of products
7. Recommend and sell products and services
 - Complete assessment of the client chart with a view to orienting sales consulting
 - Clear description of the products and services recommended
 - Suggestions for complementary treatments adapted to the client and his or her needs
 - Appropriate, realistic recommendations concerning healthy lifestyle and eating habits that could help improve the appearance of the skin
 - Proper use of promotional tools
 - Relevant application of techniques for making a sale
 - Entry of all information on the client chart

- | | |
|---|--|
| 8. Perform administrative tasks | <ul style="list-style-type: none"> • Entry of all treatments and products sold on the client chart • Appropriate use of billing software • Methodical and effective management of multiple appointments • Complete description of the components of a bill • Methodical filing of documents |
| 9. Maintain a clean and organized work area | <ul style="list-style-type: none"> • Appropriate cleaning of work area, equipment and materials • Appropriate storage of all items |

For the competency as a whole:

- Use of appropriate terminology
- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Effective use of reference documents
- Concern for maintaining or improving the skin's physiological condition, while ensuring the client's physical and psychological well-being

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

- | | | |
|---------------------------------|---|---|
| 1. Prepare the workstation | <ul style="list-style-type: none"> • Prepare a table for specific facial care | <ul style="list-style-type: none"> • Disinfection of equipment, tools and materials • Choice of specific products for the face, eyes, neck and décolleté • Set-up of equipment based on the type of care to be given • Tools (mask applicator brush and spatula) and accessories set up based on the order in which they will be used |
| | <ul style="list-style-type: none"> • Prepare the client's chair | <ul style="list-style-type: none"> • (Review of Competency 8) |
| 2. Greet and prepare the client | <ul style="list-style-type: none"> • Ensure the client's comfort • Explain the procedure for the specific facial care | <ul style="list-style-type: none"> • (Review of Competency 8) • Goal and characteristics • Explanation of each step • Communication of the length of the session • Answers to client's questions • Reassurance of client |

3. Gather information

- Associate the recommended treatments and products with the effects obtained
- Verification of the date of the last appointment
- Verification of the treatments received and the products used
- Reading of observations
- Verification of notes on the client chart
- Interpretation of information on the client chart

4. Examine the skin

- Update the client chart
- Update of results of the examination of the skin
- Selection of elements of the examination of the skin that could influence the choice of treatment
- Respect for the client's priority needs
- Entry of information on the client chart
- Establish a general profile of the skin's appearance
- (Review of Competency 5)
- Examine the skin and hair thoroughly
- (Review of Competency 5)

5. Distinguish between the different types of specific facial care

- Distinguish between the different types of specific facial care
- Characteristics of specific care for the face, eyes, neck and décolleté: purpose, goal and procedure
- Selection of products for specific care for the face, eyes, neck and décolleté
- Selection of the appropriate equipment
- Associate the types of specific facial care with the appearance of the skin
- Verification of the overall appearance of the skin
- Treatments consistent with the client's priority needs
- Consistency between the products used and the desired effects

6. Apply specific facial care techniques

- Give deep-hydrating treatments
- Deep-hydrating treatment techniques
- Deep-hydrating treatments for different areas: face, eyes, neck and décolleté
- Manufacturers' recommendations concerning the application of products and the use of equipment
- Entry of notes on the client chart
- Give normalizing treatments
- Normalizing treatment techniques
- Normalizing treatments for different areas: face, neck and décolleté
- Manufacturers' recommendations concerning the application of products and the use of equipment
- Entry of notes on the client chart
- Give whitening treatments
- Whitening treatment techniques

- Give decongesting treatments
 - Whitening treatments for different areas: face, eyes, neck and décolleté
 - Manufacturers' recommendations concerning the application of products and the use of equipment
 - Entry of notes on the client chart
 - Perform the appropriate massage movements for the type of treatment
 - Decongesting treatment techniques
 - Decongesting treatments for different areas: face, eyes, neck and décolleté
 - Manufacturers' recommendations concerning the application of products and the use of equipment
 - Entry of notes on the client chart
 - Selection of appropriate massage movements for the type of treatment
 - Performance of massage movements based on the desired effects
- 7. Recommend and sell products and services
 - Recommend complementary products based on the type of specific facial care given
 - Characteristics of the complementary products
 - Selection of complementary products based on the type of specific facial care given
 - Products used consistent with the client's priority needs
 - Entry of purchases on the client chart
 - Suggestion of promotions
 - Recommend personalized treatments
 - Distinction between the different types of personalized treatments
 - Consideration of the client's priority needs
 - Entry of services on the client chart
- 8. Perform administrative tasks
 - Schedule appointments
 - Respect for client's availability and budget
 - Observance of required waiting times between treatments
 - Consideration of the time required for the selected treatment
- 9. Maintain a clean and organized work area
 - Clean and disinfect the equipment, tools and accessories used
 - Use of cleaning and disinfecting products
 - Determination of the equipment, tools and accessories that came into contact with the client's face
 - Application of hygiene, health and safety rules
 - Application of cleaning and maintenance techniques
 - Store all items
 - (Review of Competency 2)

For the competency as a whole:

- Situate the competency with respect to the occupation
- Use terminology related to specific facial care
- Observe hygiene and safety rules
- Recognize the importance of adopting professional attitudes and behaviours
- Purpose of the competency
- Links with competencies 2, 3, 4, 5, 6, 7, 11, 12 and 18
- Commonly used terminology
- (Review of Competency 2)
- Observance of the rules of courtesy
- Establishment of a relationship of trust
- Adaptation of their approach to the client
- Use of professional language

Competency 17 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Design and carry out personalized care programs.

Achievement Context

- Based on a client's priority needs
- Using the necessary equipment, tools, materials, accessories and products
- Using the necessary documents
- For specific care for the face, neck, decollete, hands, feet, etc.

Elements of the Competency**Performance Criteria**

- | | |
|---|---|
| <p>1. Read and interpret the client chart</p> | <ul style="list-style-type: none"> • Verification of treatments and products previously sold to the client • Verification of the date of the last appointment, if applicable • Accurate interpretation of the information on the client chart: <ul style="list-style-type: none"> – client's general health – previous treatments – results obtained – recommended treatments • Determination of treatments that could improve the skin's appearance |
| <p>2. Determine the client's needs and expectations</p> | <ul style="list-style-type: none"> • Accurate interpretation of the information given • Reformulation of the client's needs and expectations • Determination of problems requiring treatment • Attentive listening |
| <p>3. Distinguish between the different types of programs suitable for the client</p> | <ul style="list-style-type: none"> • Accurate determination of possible treatments • Accurate determination of factors that influence the choice of treatment • Thorough examination of the skin, nails or hair • Establishment of priority care based on the abnormalities identified • Realistic determination of: <ul style="list-style-type: none"> – the length, number and frequency of treatments – the cost of treatments and products • Recommended program consistent with the client's needs and expectations • Accurate, realistic information provided concerning the results of the recommended program • Appropriate use of sales arguments |

- Detailed written description of the personalized program
- 4. Apply the selected treatments
 - Proper set-up of workstation based on the area of the body to be treated
 - Appropriate positioning of client based on the area of the body to be treated
 - Observance of instructions for applying the different techniques
 - Logical sequence of steps
 - Clear explanation of the different steps involved
 - Performance of massage movements appropriate to the treatment selected
 - Concern for the client's well-being
 - Full update of the client chart
 - Reassessment of the duration of the program based on the desired results
- 5. Recommend and sell products and services
 - Complete assessment of the client chart with a view to orienting sales consulting
 - Clear description of the complementary products and services
 - Persuasive sales arguments concerning the complementary treatments and products to be used at home
 - Proper use of sales strategies adapted to the client and his or her needs
 - Appropriate use of promotional tools
 - Entry of all information on the client chart
 - Appropriate, realistic recommendations concerning healthy lifestyle and eating habits that could help improve the appearance of the skin
 - Proper use of sales closing techniques
- 6. Perform administrative tasks
 - Entry of all treatments and products sold on the client chart
 - Accurate billing calculations
 - Procedure depending on method of payment
 - Accurate entry of next appointment
- 7. Maintain a clean and organized work area
 - Thorough inspection of equipment and materials
 - Methodical application of cleaning and maintenance techniques
 - Safe storage of all items

For the competency as a whole:

- Well-groomed appearance
- Use of appropriate language and terminology
- Effective use of reference documents

- Observance of asepsis, hygiene, health and safety rules
- Adoption of professional attitudes and behaviours
- Appropriate use of computer hardware and equipment
- Concern for maintaining or improving the skin's physiological condition, while ensuring the client's physical and psychological well-being
- Sound judgment and ability to make decisions

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each element of the competency, along with their attendant guidelines

1. Read and interpret the client chart
 - Associate the recommended treatments and products with the effects obtained
 - (Review of Competency 3)
2. Determine the client's needs and expectations
 - Assess whether the client's requests are realistic
 - Recognition of the client's needs and expectations
 - Determination of skin problems requiring treatment
 - Explanation of the personalized treatments suitable for the client
3. Distinguish between the different types of programs suitable for the client
 - Distinguish between the different treatments
 - Characteristics of treatments: purpose, goal and procedure
 - Determination of factors that influence the choice of treatment
 - Establishment of priority care based on the abnormalities identified
 - Accurate, realistic information about the results of the recommended treatment
 - Associate types of treatments with the overall condition of the skin
 - Verification of the overall appearance of the skin
 - Analysis of treatments based on the overall condition of the skin
 - Consistency between the products used and the desired effects
 - Establish a personalized program
 - Characteristics of the different programs
 - Respect for client's availability and budget
 - Recommended personalized program consistent with the client's treatment needs
 - Prioritization of treatments
 - Treatments of different areas: face, hands and feet
 - Determination of different treatment combinations

4. Apply the selected treatments

- Provide specific facial care
 - Preparation of workstation
 - Positioning of client
 - Observance of instructions for applying the different techniques for facial treatments
 - Proper application of manufacturers' recommendations concerning the application of products and the use of equipment
- Give hand treatments
 - Preparation of the workstation
 - Positioning of client
 - Observance of instructions for applying the different techniques for hand treatments
 - Proper application of manufacturers' recommendations concerning the application of products and the use of equipment
- Give foot treatments
 - Preparation of workstation
 - Positioning of client
 - Observance of instructions for applying the different techniques for foot treatments
 - Proper application of manufacturers' recommendations concerning the application of products and the use of equipment
- Perform massage movements based on the type of treatment given
 - (Review of Competency 6)
- Ensure follow-up
 - Entry of each step of the program on the client chart
 - Analysis of results obtained
 - Links with products used at home
 - Links with treatments received at the establishment

5. Recommend and sell products and services

- Recommend complementary products based on the type of treatments given
 - Characteristics of the complementary products
 - Appropriate products used based on the client's priority needs
 - Entry of purchases on the client chart
 - Suggestion of promotions
- Recommend complementary treatments
 - Distinction between the recommended treatment and other complementary treatments
 - Concern for the client's priority needs
 - Entry of services on the client chart

6. Perform administrative tasks

- Schedule appointments
- Respect for client's availability and budget
- Observance of required waiting times between treatments
- Observance of the length of the selected treatments

7. Maintain a clean and organized work area

- Clean and disinfect the equipment, tools and accessories used
- Use of cleaning and disinfecting products
- Determination of the equipment, tools and accessories that came into contact with the client's skin
- Application of hygiene, health and safety rules
- Application of cleaning and maintenance techniques
- Store all items
- (Review of Competency 2)

For the competency as a whole:

- Situate the competency with respect to the occupation
- Purpose of the competency
- Links with competencies 2, 3, 4, 5, 6, 7, 11, 12 and 18
- Use terminology related to personalized programs
- Commonly used terminology

Competency 18 Duration 75 hours Credits 5

Situational Competency

Statement of the Competency

Enter the workforce.

Elements of the Competency

- Look for a practicum position
- Prepare for a practicum in the workplace
- Communicate with the work team
- Observe and perform activities in the workplace

Learning Context

Information Phase

- Learning about the terms and conditions of the practicum
- Defining their expectations and needs with respect to the practicum
- Finding establishments that are able to meet their expectations and needs
- Writing a resumé and a cover letter
- Taking steps to obtain a practicum position

Participation Phase

- Performing or helping perform various work-related tasks
- Communicating with colleagues and the practicum supervisor
- Complying with the rules of the practicum and the establishment
- Producing a report on the tasks and operations performed during the practicum

Synthesis Phase

- Discussing their experience and the tasks and operations performed in the workplace with classmates
- Assessing the relevance of their learning with respect to workplace requirements

Instructional Guidelines

- Provide students with the means and help they need to find a practicum position
- Maintain close collaboration between the school and the establishment
- Make sure that students are constantly supervised by a responsible person in the establishment
- Prepare students to take on responsibility and to respect workplace requirements
- Provide regular support and supervision and intervene in the case of difficulties
- Make sure that the establishment respects the conditions of the practicum designed to allow students to achieve the necessary objectives
- Encourage students to share their opinions
- Provide a model report

Participation Criteria

Information Phase

- Look for a practicum position
- Gather information about the establishment and about the tasks to be performed during the practicum

Participation Phase

- Follow the establishment's instructions with respect to activities, work schedules and the rules of professional ethics
- Write a practicum report on the activities performed
- Show sustained interest throughout the practicum

Synthesis Phase

- Participate in discussions on their experience and on the tasks and operations performed during the practicum
- Emphasize the strengths and weaknesses of the training received

Suggestions for Competency-Related Knowledge and Know-How

The following is a learning context, along with the competency-related knowledge and know-how associated with the different phases

Information Phase

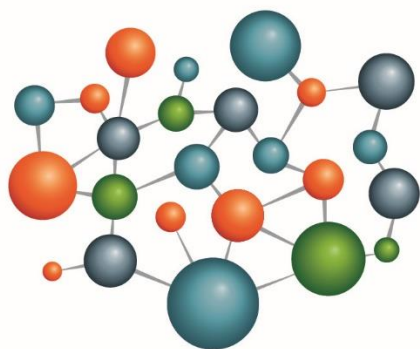
- | | |
|--|--|
| • Situate the competency with respect to the training program | <ul style="list-style-type: none"> • Purpose of the competency • Course plan • Links with other competencies |
| • Learn about the terms and conditions of the practicum in the workplace | • Objectives of the practicum, length, supervision, requirements, participation criteria, rules of the establishment |
| • Establish their expectations and needs | <ul style="list-style-type: none"> • Personal and occupational objectives • Criteria for selecting an establishment • Potential for achieving the practicum objectives • Criteria consistent with expectations |
| • Find establishments that are able to meet their expectations and needs | <ul style="list-style-type: none"> • Consultation of various sources • Location of establishments that have hired trainees in the past and examination of the information available about previous practicums • Teacher's help |
| • Take steps to obtain a practicum position | <ul style="list-style-type: none"> • Contact with employer and agreement on the terms and conditions of the practicum • Presentation to the employer of a list of tasks designed to ensure a successful practicum • Confirmation of practicum |

Participation Phase

- Integrate into the work team
 - Adopt attitudes and behaviours conducive to a successful practicum
 - Record information during the practicum
 - Observe the performance of tasks
 - Try new tasks
 - Communicate with the people around them
 - Draw up a list of the activities performed during the practicum
- Collection of documents required for the practicum
 - Observation and observance of work methods
 - Observance of work schedule
 - Qualities appreciated by employers
 - Attitudes making it possible to get the most out of the experience
 - Application of the rules of professional ethics
 - Entry of information in a log
 - Useful and important elements to incorporate into a report of the experience
 - Observation of the work context, the tasks performed, the application of the rules of the establishment, the application of the rules of professional ethics, etc.
 - Introduction to new work techniques or processes
 - Entry of observations in the log
 - Active participation in the practicum
 - Performance of a task or participation in the performance of a task
 - Participation in the development of original projects
 - Occupational health and safety rules
 - Rules of the establishment
 - Entry of tasks in the log
 - Work or informal meetings, teamwork
 - Research and transmission of information
 - Acceptance of advice and comments
 - Feedback
 - Verification of the satisfaction of the practicum supervisor
 - Content of a practicum report
 - Report of activities observed and performed on a daily basis
 - New processes, technologies, knowledge; problems encountered, solutions, etc.
 - Comments received about their performance of tasks
 - Use of log

Synthesis Phase

- Determine whether they met their objectives
- Discuss their opinions with classmates after the practicum
- Compare the learning acquired during the program with the activities observed or performed in the workplace
- Self-assessment
- Report on their experience
- Indication of positive elements and level of satisfaction
- Indication of problems encountered and solutions found
- Perception of the occupation before and after the practicum
- Use of practicum report
- Identification of the aspects of the occupation with respect to the workplace, occupational practices, employment requirements, etc. that are consistent or inconsistent with their training



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