

OCCUPATIONAL QUALIFICATION STANDARD

Beautician, EstQF Level 5

An occupational qualification standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational qualification standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Beautician, EstQF Level 5	5

Part A DESCRIPTION OF WORK

A.1 Description of work <p>The job of a beautician is to improve the client's aesthetic appearance, taking into account their needs and wishes and the options available to them. The beautician is personally responsible for the end result and, where necessary, guides colleagues.</p> <p>Their job responsibilities include facial care, depilation, make-up and caring for the hands, feet and body. They advise clients regarding the selection and use of appropriate beauty products and recommend products that can be used at home based on the salon treatment. The work of a beautician requires knowledge of the appropriate equipment to use when performing various procedures, a purposeful and creative attitude and good communication skills.</p> <p>The beautician's job requires constant self-improvement. They are aware of trends and are able to recommend treatments based on the client's personality.</p>
A.2 Tasks <p>A.2.1 Workplace and personal preparation</p> <ol style="list-style-type: none"> 1. Preparing yourself for work. 2. Workplace preparation. 3. Ensuring there are enough products and tools. 4. Keeping the workplace clean. <p>A.2.2 Facial care</p> <ol style="list-style-type: none"> 1. Consultation and treatment selection. 2. Cleaning the skin. 3. Analysing the facial skin. 4. Skin exfoliation and steaming. 5. Mechanical cleansing. 6. Facial skin care. 7. Massage. 8. Colouring eyelashes and eyebrows. 9. Shaping eyebrows. 10. Special treatments. <p>A.2.3 Face and body hair removal with wax</p> <ol style="list-style-type: none"> 1. Assessment of skin condition. 2. Hair removal. 3. Providing after-care instructions. <p>A.2.4 Customer service</p> <ol style="list-style-type: none"> 1. Creating a positive first impression. 2. Identifying the client's wishes.

3. Creating the right atmosphere.
4. Behaviour with clients.
5. Providing an overview of the treatment.
6. Advising clients.
7. Recommending products.

A.2.5 Entrepreneurship

1. Choosing a form of business and planning activities.
2. Managing a salon.
3. Planning marketing and sales campaigns.
4. Planning work time.

Elective areas of work

A2.6 Hand care

1. Preparing the client and assessing the condition of their skin.
2. Trimming of nails and cuticles.
3. Hand massage.
4. Exfoliation and moisturising.
5. Applying nail polish.

A.2.7 Foot care

1. Preparing the client and assessing the condition of their skin.
2. Trimming of nails and cuticles.
3. Hard skin removal.
4. Foot massage.
5. Special treatments for the feet.
6. Applying nail polish.

A.2.8 Body treatments.

1. Preparing the client and assessing the condition of their skin.
2. Planning the treatment.
3. Carrying out the treatment.
4. Body massage.

A.2.9 Make-up

1. Assessment of skin condition.
2. Applying make-up.
3. Disinfection of tools.

A.3 Work environment and specific nature of work

A beautician mostly works seated and in other forced positions. Working hours are flexible and work can be carried out on weekends and in various environments. A beautician may come into contact with allergens.

A.4 Tools

A beautician's tools include spatulas, brushes, blackhead extractors, tweezers, files, electric tools, disposable tools, disinfectants and auxiliary and personal protective equipment for various treatments.

A.5 Personal qualities required for work: abilities and characteristics

Important characteristics are empathy, tolerance, responsibility, cooperation, analytical thinking and adaptability. The work requires correctness, stress tolerance, physical ability, a purposeful and creative attitude towards work and good communication skills. A beautician needs to have good manual dexterity, fast and precise movements and good coordination.

A.6 Professional preparation

A beautician needs to have at least secondary education and to have completed professional training.

A.7 Most common occupational titles

Beautician.

Part B COMPETENCY REQUIREMENTS

B.1 Structure of occupation

Mandatory competences B.2.1 - B.2.5 and recurring competence B.2.9 must be certified when applying for the qualification of Beautician, Level 5. In addition, at least one competence from elective competences B.2.6 - B.2.8 should also be certified.

B.2 Competences

MANDATORY COMPETENCES

B.2.1 Workplace and personal preparation	EstQF Level 5
Performance indicators: 1. prepares for work by donning the appropriate clothing and footwear; 2. prepares the workplace by supplying it with the necessary tools and products; 3. monitors the availability and shelf life of the products (including antiseptics and disinfectants) and equipment required for the job; 4. cleans the workplace; washes, dries, disinfects and sterilises tools that have been used and stores them in accordance with health protection requirements.	
B.2.2 Facial care	EstQF Level 5
Performance indicators: 1. determines the needs of the client and chooses the treatment based on their skin type and wishes; 2. cleans the facial skin, neck and neckline area using suitable products; 3. analyses the facial skin using knowledge of human anatomy, physiology, dermatology and microbiology; 4. exfoliates and steams the facial skin, neck and neckline area with suitable products chosen based on the skin type; 5. cleans the facial skin mechanically using a pore spoon, disposable needles and facial care appliances; 6. cares for the skin using appropriate facial care appliances (steaming and Darsonval) and serums, masks and creams according to the skin type and purpose of care; 7. massages the face, neck, neckline and shoulders using different techniques; 8. selects and mixes the appropriate shade for the client to dye their eyelashes and eyebrows; chemically dyes eyelashes and eyebrows using appropriate techniques, tools and product quantities; cleans the skin of residue using a suitable cleaner; 9. fixes and shapes the eyebrows using suitable techniques based on the shape of the face and the client's wishes; 10. performs special treatments for the face (e.g. tones, moisturises and tightens) using different serums, applying masks, facial care appliances (ultrasound and iontophoresis) and techniques; 11. chooses the right shades and make-up products; provides daytime make-up based on the client's wishes.	
B.2.3 Face and body hair removal with wax	EstQF Level 5
Performance indicators: 1. visually assesses the skin and determines indications and contraindications; 2. prepares the skin for hair removal; performs waxing with appropriate products, tools and techniques; cleans the skin of wax residue and uses after-care products; 3. provides after-care instructions.	
B.2.4 Customer service	EstQF Level 5
Performance indicators: 1. creates a positive first impression by acting kindly, politely and professionally; 2. expresses an interest and listens to the client's wishes and expectations regarding the service, introduces the products and services offered to the customer and answers questions clearly;	

3. creates a private, secure, open-minded and comfortable atmosphere, respecting the client and their cultural background, recognising each individual client as an individual and taking into account the client's mood and feelings;
4. behaves adequately and creatively in different service situations, reduces negative emotions and quickly adapts to different situations; does not lose self-control and controls their body language;
5. provides the client with an overview of the treatment;
6. advises the client and is supportive of their wishes, without affecting the client's well-being;
7. recommends products for home skin care, taking into account indications and contraindications.

B.2.5 Entrepreneurship

EstQF Level 5

Performance indicators:

1. evaluates business opportunities based on the objectives of their operations; selects the most suitable form of enterprise; manages their activities taking professional information, legislation and the basics of small enterprises into account;
2. prices services based on operating costs and the market situation; prepares a salon budget based on expenses and revenue; adheres to budget implementation; organises the purchasing of the necessary products and consumables; manages the customer base in compliance with legislation;
3. prepares sales and marketing campaigns based on the concept of the salon; puts together loyalty programmes;
4. plans working hours and produces work schedules.

OPTIONAL COMPETENCES

In addition, at least one competence from elective competences B.2.6 - B.2.8 should also be certified.

B.2.6 Hand and foot care

EstQF Level 5

Performance indicators:

1. prepares the client for hand and foot care: visually assesses and analyses the condition of the skin and nails, and changes in the structure of the feet; identifies indications and contraindications; plans the order in which to carry out the work according to the selected treatments;
2. filing and shaping of the nails according to the client's wishes, ensuring an aesthetic result, using a pedicure drill, where necessary; cleans the cuticles using appropriate products, tools and techniques; removes hard skin using a scalpel, rasp or pedicure drill;
3. massages the hands and feet according to indications using classic massage techniques and appropriate products;
4. exfoliates the skin with suitable products, moisturises the skin, applies masks and performs paraffin treatment with hot and cold paraffin;
5. varnishes the nails according to the client's wishes, using classic and gel polishes.

B.2.7 Body treatments

EstQF Level 5

Performance indicators:

1. prepares the client for body treatments; visually assesses body and skin condition, identifying indications and contraindications; where necessary (e.g. in the case of malignant birthmarks, fungal skin and nail diseases, skin ulcers, inflammation and acne), refers the client to a dermatologist for consultation;
2. plans treatments based on the client's needs, wishes, indications and contraindications;
3. cleans, exfoliates, tightens and moisturises the skin, applies wraps and masks and relaxes muscles according to the treatment using appropriate tools, techniques and products;
4. performs back and general massage using appropriate techniques, taking into account indications and contraindications.

B.2.8 Make-up

EstQF Level 5

Performance indicators:

1. visually assesses the skin and determines indications and contraindications;
2. provides day and evening make-up using different styles, appropriate products, tools and techniques, taking into account the client's wishes and the shape of their face;
3. disinfects tools.

RECURRING COMPETENCES

B.2.9 Recurring competences of Beautician	EstQF Level 5
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. continuous professional development; 2. follows ethical and confidentiality principles; 3. actively participates in teamwork and shares relevant information with colleagues; 4. pays attention to product information and follows manuals for tools; 5. adheres to waste management requirements and takes surrounding people and the environment into consideration; 6. uses resources sustainably; 7. follows occupational health, safety and hygiene requirements and uses ergonomic working methods; 8. provides first aid, where necessary; 9. is proficient in Estonian at the B1 level and is able to use at least one foreign language at the A2 level (see Annex 1); 10. uses a computer in their work at the Basic User Level on the Digital Competence Self-Assessment Scale (see Annex 2). 	
<p>Assessment methods:</p> <p>Recurring competences are evaluated as part of the assessment of the other competences listed in the occupational qualification standard.</p>	

Part C GENERAL INFORMATION AND ANNEXES

C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations	
1. ID of occupational qualification standard in register of occupational qualifications	04-17102018-1.1/8k
2. Occupational qualification standard compiled by:	Ruth Ilves, Pärnumaa Kutsehariduskeskus Stella Lembra, Eesti Kosmeetikute Liit Liivi Lõhmussaar, Tartu Kutsehariduskeskus Dagmar Mošarov, OÜ Ingeland Merilin Sabiin, Siiri Leinatamme Ilusalong Ave Tislar, Floris Ilusalong
3. Occupational qualification standard approved by:	Service
4. No. of decision of Sectoral Council	17
5. Date of decision of Sectoral Council	17.10.2018
6. Occupational qualification standard valid until	10.10.2023
7. Occupational qualification standard version no.	8
8. Reference to International Standard Classification of Occupations (ISCO 08)	5142 Beauticians and Related Workers
9. Reference to European Qualifications Framework (EQF)	5
C.2 Occupational title in foreign language	
English:	Beautician, EstQF Level 5
English:	Cosmetician
Finnish:	Kosmetologi
Russian:	Косметолог
C.3 Annexes	

Lisa 1 Language skills level descriptions
Lisa 2 Scale of self-assessment in digital competence