Beauty Therapy

*Beauty Therapy is an ever growing and evolving area, working to improve the wellbeing of the client aesthetically, physiologically and psychologically.*

IMPORTANT NOTES

Students participating in CNB’s Public Clinic unit are expected to, and are responsible for reading, understanding and acting upon the information documented in this handbook.

The procedures and policies contained within this Handbook are an important part of the basis of students’ assessment in their Public Clinic unit.

Policies and procedures also relating to the CNB clinic participation include the Clinic Handbook and Clinic Student Safety Policy.

Obtaining a first aid certificate is highly recommend.
Attendance

STUDENTS MUST ATTEND ALL 34 SCHEDULED SESSIONS DURING TRIMESTER 2 & 3 (INCLUDING THE ORIENTATION SESSION), EACH SESSION BEING 3.5 HOURS (9.00AM – 12.30PM, 1.30PM – 5.00PM), TO SUCCESSFULLY COMPLETE THE BEAUTY THERAPY CLINIC UNIT.

If a student is ill, she/he should not come to Clinic. If a student is suffering with an infectious disease, she/he must not come to Clinic. Students attending clinic who are deemed unable to work with clients will be refused permission to participate in clinic and marked absent.

Students must provide a medical certificate or documentation justifying any absence. Attendance to medical appointments that are not critical will not be accepted as a valid reason for absence.

Punctuality: Students who arrive late for any clinic day or who leave early prior to the completion of the day, will be marked absent in increments of 30 minutes. Any such absences will be accumulative.

If a student is unable to attend any Clinic day, the following procedure applies:

The student informs the Student Advisor that she/he is unable to attend, whenever possible the week before or earlier and at least the day before or before start time of the Clinic session. The correct telephone number to call is the College of Natural Beauty, Student Advisor on 07 3253 9569. If the number is unattended, a message should be left, detailing the date and reason for absence or lateness, and if appropriate, the expected time of arrival.

PROFESSIONALISM

Successful treatment or healing depends on much more than just the therapy. It also depends upon the client’s faith and confidence in their practitioner. This is determined by a number of factors. These include the practitioner’s ability to effectively communicate with the client (including effective listening, developing rapport), the ability to empathise with the client and view their condition and its effect from their perspective, and the ability to project a professional attitude and presentation/appearance. It is said that people draw conclusions about us in the first five seconds of meeting. Whether or not their conclusion is fair or accurate is another matter. The reality is that how we present has a significant bearing on how others view us, and whether or not they are willing to place their faith and confidence in us as a therapist. So, professionalism in presentation and attitude can go a long way towards contributing to positive therapeutic outcomes.

Professional Attitude

Professional attitude is hard to define. There are a number of characteristics that contribute to it. A good way of gaining an insight into what constitutes professional behaviour/professionalism is to think of a professional (in any profession) whom you have had a positive experience with, and try to analyse the characteristics of what impressed you most about this person. They might have been a natural medicine practitioner, a doctor, nurse, dentist, real estate agent, mechanic or car salesperson.

By contrast, bring to mind a negative experience you have had with a professional of any type. What was it about their attitude, manner or presentation that least impressed you, or perhaps stood out the most?

Surveys of users have revealed that clients generally have the following expectations of health care and personal services practitioners:

- Kindness/caring
- Sympathy
- Patience
- Willingness to listen
- Tolerance
- Understanding/empathy
- Confidentiality
• Ethical behaviour
• Honesty
• Positivity
• Non discrimination
• Equity

All of these characteristics contribute to ‘professionalism or professional attitude/behaviour. The beauty therapy profession, like other forms of healthcare, is a ‘people profession’. It’s about dealing with people, interacting with them, listening to them, responding to their requests, being there for them and respecting them.

Like physical appearance, how you come across to a client (ie. positively or negatively) will undoubtedly contribute to their therapeutic outcome. If their experience with you is positive and enjoyable, this will contribute significantly to a favourable treatment outcome. Always be mindful of how you will be perceived by the client. By all means, it is important to be natural and unaffected. But work on portraying a professional attitude towards your clients as well as in your dealing and interactions with colleagues and others whom you may come in contact with in the role of practitioner.

Be aware of how clients may perceive your words or actions – even when you are not communicating directly with them. Be careful of conversations or actions in hallways, waiting rooms, on the telephone, or at the reception desk. Others may be watching or listening. Would you want them to observe or hear your actions or words? Would they perceive these as professional or unprofessional?

Finally, consider the following comments in relation to professionalism:
• First impressions seldom change
• First impressions are rarely neutral. They tend to be either
  1. Positive – ‘I approve of your manner and/or appearance’
  2. Negative – ‘I disapprove of your manner and/or appearance’
• The more impressive the exterior, the more confident the interior.

A professional attitude/manner instils confidence in the practitioner’s ability and contributes significantly to the therapeutic outcome. Take pride in yourself and your profession. You have come a long way to get to this point in your training. Give yourself the recognition and respect you deserve by demonstrating behaviour and presentation like the qualified professional you are aiming to become.
CODE OF CONDUCT AND STANDARDS OF PRACTICE

This Code of Conduct has been developed to engender good communication, collegiality and a helpful learning environment at CNB.

Students of CNB are expected to behave in a manner which promotes the wellbeing of themselves and others in CNB surroundings. Specifically in classrooms and clinics, students are expected to:

- Observe all CNB policies and procedures, including those relating to student misconduct, cheating and plagiarism, confidential information, privacy, and all legal, legislative, health and safety requirements;
- Act in a manner that does not bring CNB into disrepute;
- Respect the rights and dignity of other people, affording them all common courtesy and assistance, and not discriminating in any deliberate way;
- Be positive and supportive of those studying and working in the CNB environment;
- Follow lawful instructions from Lecturers and authorised CNB personnel;
- Refrain from eating, drinking and smoking in class, clinic and other related learning areas; All food and drink containers must to be disposed of in bins outside the Clinic.
- Attend on time and remain in session until completion of the session;
- Participate appropriately during class, clinic and other related activities;
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others;
- Turn off mobile phones so as not to distract other students’ learning;
- Speak to other students and Lecturers in a proper manner, not causing distress.

Students must not:

- Attend classes, clinics and other related learning activities while under the influence of alcohol or any drug that has an adverse effect on their behaviour, learning or participation;
- Engage in behaviour which could be considered threatening, harassing, intimidating or abusive in any way (verbally or non-verbally);
- Be in possession of any object that could potentially inflict harm on self or other person;
CNB COLLEGE CLIENT POLICIES AND PROCEDURES

Professional and Ethical Standards

- Students should not perform any of the skills learned during their training before they graduate except:
  - under supervision as part of their clinical training; or
  - as part of their studies by practising on known associates (family/friends) only as directed by lecturers.
- Students should be aware that if they practice any skills unsupervised on clients before completion of the course, they may be risking claims for damages against them should any harm be caused to the client.
- Students must demonstrate a professional demeanour and behaviour at all times. Doing this brings credit to the students, CNB and the profession.
- If clients are to be kept waiting, inform them how long they have to wait, and ask if they mind waiting.
- If you find more treatment/consultation time is required, inform the Clinic Supervisor and Receptionist early.
- **Always** gain ‘Informed Consent’ from clients before proceeding with all consultation/treatments.

Confidentiality and Privacy

- Voices are to be kept low during Clinic sessions in order to protect the privacy of the client.
- Students are required to behave in a professional manner, remembering at all times the client’s right of informed choice.
- Client service cards are confidential, remain the property of CNB and must not be removed from CNB Clinic.
- Students are required to accurately record client’s histories and treatments.
- All client information is confidential.
- Client files are medical and legal documents which may be called upon by Courts of Law.
- All client files must be secured upon completion of the Clinic session.
- Students MAY ONLY access files of clients whom they are treating.
- Any physical examination must be appropriate and with the informed consent of the client.
- No discussion about **any** case is permissible within the earshot of the public. Be aware that other people may hear you in neighbouring areas.
- No discussion about **any** case is permissible outside of the Clinic, eg. with a member of the public (that includes fellow students).
- Discuss the case only with the Clinic Supervisor. If appropriate to do so in the client’s presence, speak quietly and in a professional, confident manner. If the query is not appropriate to discuss in front of the client, politely excuse yourself to speak with the Clinic Supervisor away from the client where you will not be overheard by anyone.
- Do not engage in personal discussions with fellow students. Refer to notes on “Professional Ethics” for appropriate and inappropriate topics of conversation with the client.
- Any reference to the client’s conditions or problems made to the client outside the consultation or treatment area must be done quietly and confidentially. For instance, “Here is that cream that I recommended you use to help prevent ingrown hairs following your bikini wax” is not acceptable if it is said in the reception area. Please remember that maintenance of client confidentiality is a legal requirement.
- Clients have the right to access their client file. Applications to access this information must be submitted in writing by the client.
Student Practitioner / Client Relationship

- The primary duty of a practitioner is to assist the client to optimum health and beauty with due regard to the client’s condition.
- A student practitioner owes to his/her client complete loyalty and duty of care.
- Approval for all treatment and advice recommended to clients must be gained from the Clinic Supervisor prior to the provision of that treatment or advice to the client by a student.
- Where an examination, analysis or treatment is beyond the capacity or skill of the student practitioner, he/she should confer with the Clinic Supervisor.
- A student practitioner shall make a complete and thorough examination and analysis of the client’s condition, and shall keep up-to-date accurate records of the client’s condition and all treatments given.
- A student practitioner shall not give an exaggerated account of his/her opinion of the client’s condition to the client or the client’s representatives, nor shall a student practitioner give any specific guarantee of results to be obtained through treatments.
- A student practitioner owes a duty of absolute confidence to his/her clients.
Clinic Maintenance, Health, Safety and Hygiene

CNB’s Clinic has to be compliant with the *Skin Penetration Regulations of the Health Act*. In order that CNB meets these legal requirements, students are asked to carefully read and adhere to the following guidelines:

- Students must adhere to guidelines for clinic conduct. A completed and signed Statement of Compliance must be given to each Clinic Supervisor.
- Do not congregate around Reception area.
- Do not leave the Clinic without letting the Supervisor know where you are.
- Personal effects, books and clothing may be left on the Clinic premises in the Student Bag Cupboards during Clinic sessions only. These should be removed at the completion of the Clinic session. For security reasons, students will not be permitted to go to their personal effects during a clinic session. All student kits necessary to carry out treatments throughout the clinic session must be removed from personal effects prior to the commencement of clinic.
- At the completion of a treatment or the Clinic session, students are **personally responsible** to clean their area and to have the Supervisor/Receptionist check this before leaving. This includes placing towels and linen in their respective laundry baskets, removing/tidying/replacing all equipment and products, emptying the bin and disposing of rubbish appropriately, spraying and cleaning table and bench surfaces, so as to leave the area ready for the next client or clinic session.
- At the completion of the Clinic session, you have a **shared responsibility** to clean and tidy the entire clinic including the treatment rooms 11.1, 11.2, laundry and reception so as the Clinic presents as clean, tidy and welcoming for the next session. Complete lists of cleaning duties and responsibilities will be discussed in detail with students during Public Clinic Orientation, and are displayed in a laminated sheet in each area. Clinic Supervisors will mark each area on the laminated sheet as each duty is fulfilled.
- The Supervisor must give permission for a student to leave the Clinic – both during and upon completion of the Clinic session.

The Role of the Student Practitioner

- As a Student Practitioner, it is your responsibility to familiarize yourself with all Public Clinic Procedures and Requirements. You must be aware of all treatments offered in the clinic, know their contra-indications, safety precautions, sequences, aftercare and homecare advice. You must also learn the correct usage and recommendations for all Product Ranges used in clinic.
- Make sure you are well organised. (You need to bring your own clinical equipment, such as Manicure/Pedicure implements, and tweezers in an air-tight container). Check your clinic equipment and prepare your area.
- Let Receptionist/Clinic Supervisor know that you are present as soon as you have arrived. Failure to do so may result in your being considered late, which will be considered time absent. The receptionist will advise which treatment area you are to work in for the session. Your Clinic Supervisor will advise which treatments you will be performing on clients. Student Practitioners will only work from their allocated area for the duration of the Clinic session. You will be rotated from area to area each week, however if it may be necessary for you to perform treatments in another area if that area is busy and yours is not.
- The Receptionist will retrieve your client’s files from the filing cabinet if they have had treatments in the public clinic previously. These will be given to you prior to the arrival of the client to allow you to familiarise yourself with the client’s treatment history. If they are a first-time client, appropriate record cards will be prepared ready for their completion. These will be given to the student practitioner when the client arrives.
- When the client has arrived and checked in with reception, meet the client in the waiting area.
- Introduce yourself. If working as a pair, introduce the other student to the client.
- If the treatment to be performed requires that the client be changed into appropriate salon attire such as facial/waxing gown or robe, have the attire with you. Ask the client to “please come this way”. Lead the client to the changing area. Advise them how to wear the salon attire, including which, if any, items of their own clothing should first be removed. Show the client where to hang/leave their clothing. Wait for the client to change. When changed, advise the client to bring any valuables with them and lead them to the treatment area.
• Stand back, and let them enter the treatment area first.
• With new clients, briefly explain the consultation and treatment process. Inform client that student clinic is fully supervised and the Supervisor will be consulted before treatment is finished, and the Supervisor may attend the consultation. Inform the client of the consultation procedure to follow and obtain their consent to proceed.
• Take relevant information for client record/case history (gain their consent to do so first).
• Ensure that the client completes and signs a consent form.
• Complete any relevant physical analysis and examination and record your findings (eg. Contraindications, Objectives, Concerns etc.) on the Treatment Record Card.
• It is the Student Practitioner’s responsibility to see that consultations finish on time. Manage the allocated time effectively.
• If you are behind schedule, the client must be informed and allowed to leave if necessary.
• Carry out the consultation using the relevant record cards provided by CNB.
• If you have any concerns or queries regarding the proposed treatment and possible options, present your case as concisely as you can to the Supervisor for discussion of your treatment.
• Discuss possible treatment options with the client, gaining their consent and signature to proceed with the proposed Treatment Plan.
• Never commence treatment of the client without first gaining informed consent from the client.
• Always provide clear instructions to clients during treatments/consultations and upon conclusion of the treatment/consultation.
• Complete all documentation as you proceed with the treatment whenever possible, however ensure that hygiene precautions are observed at all times. Record details of the treatment performed, including products used, machinery used, duration of treatment, results obtained and recommendations for further treatments, including further clinic appointments and homecare products advised.
• Make a note of when you wish to see the client again and of any products the client has agreed to purchase that day (so that the Receptionist knows when to make the next appointment and which products to add to their account for payment).
• When the treatment is completed, assist the client to sit/stand as they leave the treatment area. Where a treatment is performed with the client lying down, ask them to sit until comfortable to stand. Offer a glass of water if appropriate.
• If the client needs to change back into their own clothing, draw the curtains for privacy. Advise them what to do with the discarded salon attire. Escort the client to Reception. Advise the Receptionist of when to book the client in for their next treatment, and of which products they are going to purchase. Confirm exactly what treatments were performed on the client, especially if any changes were made to what the client was originally booked into the clinic to receive.
• If it is over 12 months since the client last had a consultation it will be necessary to treat them as a new client. The Health Questionnaire must be re-checked by the client and re-witnessed by both the client and student every 3 months.
• Thank the client for attending the clinic and allowing you to work on them.
• Return to your treatment area and quickly and efficiently clean and tidy the area. You may not have a subsequent treatment to perform in that area but another student may be waiting to use the area.
• Observe all hygiene guidelines: wash hands and prepare for your next client.
• If you do not have a client, refer to area duty lists for appropriate tasks to complete. If all listed tasks are complete, check with the Supervisor for something to do.
• Seek the Clinic Supervisor’s advice at any time through the session if you are unsure of correct procedure/treatment.
Duties of Student Practitioners in General

- To maintain the highest standards of professional conduct towards both individuals and society.
- To practice as a student practitioner with conscience and dignity.
- To put the care of the client before all other considerations.
- To at all times maintain professional integrity.
- Not to receive any money in connection with services rendered to a client at the student clinic.
- To undertake only such methods of treatments, and utilise such techniques, as are within the competence and skill of the student practitioner.
- To do no harm to any client.
- To treat all persons requesting or presenting for treatment, regardless of nationality, religion, race, politics or social standing.
- To maintain the utmost respect for the client and the client’s desires.
- To observe and abide by the specific clinic regulations imposed by CNB.
- To observe and abide by the infection control and hygiene guidelines.
Clinic Reception Procedures

- Students are assigned to reception periodically, and will be advised prior to clinic commencing. Reception duty is evaluated in the Treatment Record Book.
- While on reception duty, no clients can be booked for these students.
- When you are on reception duty, you will perform the following duties:

Reception Duties

- Count float money and record amount in the presence of the Supervisor or Assistant.
- Alert the Supervisor if any of your colleagues have not arrived by 5 minutes prior to the commencement.
- Know which area each Student Practitioner is working in. Make sure their name is recorded against the relevant area in the appointment book.
- Greet clients in a confident/pleasant/reassuring manner and ask them to complete a Client Record Card and Health Questionnaire if it is a new client.
- Let Clinic Supervisor know when clients arrive and place a tick next to their name on the whiteboard in the clinic room and record that the client has arrived in the appointment book.
- If a client is more than 10 minutes late, telephone the client and advise the Clinic Supervisor (Donna).
- Take payments and produce receipts. Ensure the client name is written on all EFTPOS and credit card transaction printouts.
- Make new appointments; write down full name and telephone number clearly in pencil.
- Where appropriate, double check any homecare recommendations the Student Practitioner has prescribed.
- Answer the phone and make appointments for this Student Clinic. Your effective use of the telephone will be monitored. Ensure that you are familiar with its operation.
- Answer any incoming calls with “Good Morning / Afternoon, College of Natural Beauty Clinic. This is xxxx speaking.”
- The Clinic telephone is to be used for the purpose of Clinic appointments only. Under no circumstances must this phone be used for personal calls.
- Make appointments using a pencil, and write into the appropriate timeslot on the appointment book the full name of the client, a contact phone number (preferably both daytime landline and mobile number) and whether the client is new (NC) or existing (E). Endeavour Administrative Staff should be noted with (S) when making bookings. (Note that these staff bookings may need to be re-scheduled or cancelled if the clinic is busy with public clients.) Block out the required time-space to avoid double booking. Be especially mindful of the appointment time requirements of that particular treatment/s.
- Check with your Supervisor about ringing the next session’s Clinic clients to remind/confirm their appointment. Make a note to that effect against their name in the appointment book \(C = \text{confirmed}, N/C = \text{new client}, \text{or LM = left message}\)
- Check stocks of the various Clinic forms and if necessary, advise the Supervisor if getting low. (Don’t wait until there is only one copy left).
- Monitor change in the cash register and ensure enough is on hand.
- Balance cash against receipts at the end of Clinic and in conjunction with Supervisor, print Sales and Receipts Reports from computer and Daily Transaction Report and Daily Summary from EFTPOS Machine. These reports must balance at the end of the day. Any discrepancies must be resolved before dismissal.
- Ensure Reception area is left clean and tidy.
- Ensure all client files are returned to the filing cabinet.
- Manage the client files - particularly archiving files over one year old and checking alphabetical ordering.
- Ensure appointment book is appropriately set up for future appointment bookings. Discuss any unclear or double entries with the Supervisor or Assistant.
Retailing Duties

- Check stocks of products as directed by the Supervisor during Clinic. Advise Supervisor of any low levels of stock. Alert the Supervisor of any out-of-date stock.
- Incoming stock must be carefully unpacked from its carton, taking care not to cut too far through packing tape so that stock packaging is not damaged. Incoming stock must be checked against the invoice/packing slip to ensure all items listed are present and in good condition. Any short-falls or damaged stock must be noted, and the Supervisor advised immediately.
- With Supervisor's direction, stock is to be placed in retail display cabinet. Existing stock should be positioned for earliest sale. Items should be neatly aligned for easy perusal by clients and easy selection by Reception staff.
- Stock and retail cabinets should be kept free of dust and tidy at all times.
- Check that all the products on a prescription form are in fact available, and inform the Student Practitioner immediately if there is a problem. You may find it useful to advise all the students of out-of-stocks by means of a message on the classroom whiteboard. Do not change the prescription in any way without the Supervisor's express authorisation.
- Collect all products that the client has agreed to purchase and add them to the invoice for the client's treatment. Always note on the client’s record card which products have been purchased and when, to monitor usage and re-sale. Reiterate explanations and instructions for usage to the client. Place in a bag with the receipt for payment.
- Consider adding a sample of another product which has been recommended but not purchased at this stage.
- Discourage other students from being in the Reception area, but ask for assistance if required.
- Make sure the Reception area remains clean and tidy, especially at the end of Clinic.
- If you need help at any stage let the Supervisor know.
- Sales of products to fellow beauty students must only be done in the presence of a Clinic Supervisor. Retail product may only be purchased by students if sufficient stock levels exist. Professional product must be pre-ordered and pre-paid.

Clinic Clientele

While CNB makes every effort to promote the Clinic and encourage clientele, students are also expected to promote the College Clinic and attract potential clients.
Professional Appearance

The way you present to clients, as well as to fellow practitioners, is vital to your financial, social and professional success. It is appropriate and important to put some thought into the image you wish to convey to others. Wearing clothes that enhance your professional appearance does wonders for your confidence when dealing with clients.

- CNB places significant importance on professional presentation in College Public Clinic units. You are required to be professionally dressed, complete with name tag, at all times when you are participating in clinic sessions. Consider your position as a practitioner. You are one now — a student practitioner — and although still in training, this is the time to begin to see yourself as a professional beauty therapy practitioner.

- You are required to wear your uniform that will enhance the way clients view you as their therapist. Your first clinic sessions can feel much like a job interview, and this isn’t a bad concept to have in mind when you dress for clinic. When you meet a client for the very first time, you are not going to impress them if they think your presentation and appearance is poor. Think of your own response the first time you meet someone. What is the first thing you take notice of? Is it their face? Their clothing? The way their hair is groomed/not groomed? Is it their cleanliness or tidiness? Perhaps the jewellery they might be wearing? Their shoes perhaps? Or the look in their eye — whether they make eye contact with you?

- Usually it is a combination of all of these factors and when you take the time and effort to attend to all of these things, you will portray an air of confidence and authority to your clients. They will look at you and think, “I can respect and trust this person and feel confident that they will be able to help me”.

- In addition to clothing and grooming it is important to consider other aspects of ‘professional appearance’. Please do not chew gum, many people respond negatively to this. Be aware of body odour. Also be aware of the smell of tobacco if you are a smoker.

- Consideration should also be given to exposed tattoos and facial piercings or excessive jewellery. Some people may find these offensive or unprofessional.

- Closed toe shoes are required for occupational health and safety reasons. They offer protection in the event of objects being dropped on feet or toes (eg product bottles, hot wax) or from cuts or wounds resulting from sharp objects (broken glass, extraction needles, manicure implements). In addition, shoes should have flat, soft soles to restrict excess noise.

Standard of Dress

A certain standard of dress is required for students working in the Clinic to promote an atmosphere of professionalism. Minimum dress standards are:

- CNB uniform (Clean, ironed on inside due to logo, free of lint, hair etc.)
- Plain black long-sleeved t-shirt, turtle-neck or skivvy may be worn under tunic during cool weather, no jackets or jumpers to be worn over tunic
- Professional black full length pants (no Denim, Corduroy or Track Pants, leggings) conforming to OH&S standards for sensible protective clothing i.e. Minimal exposed skin (no bare midriff or shoulders, skirts mid thigh or longer), sufficient freedom of movement.
- Black OH&S approved footwear i.e. Non-slip sole, flat/sensible-height heel, fully enclosed over toes and heels for protection, sturdy material (leather/vinyl – not canvas, no ballet slippers) – NO RUNNERS, STILETTOS OR LOUD-SOUNDING SOLES.
- Hair must be secured off face, if long, tied, and if around face, either pinned or secured with a headband.
- Fingernails must be neatly manicured (no polish) at a safe working length.
- No visible facial piercings (except earrings)
Students not complying with CNB’s Standard of Dress requirements for Clinic will be suspended and therefore unable to participate in clinic, and marked absent.