



Student Work Book

BEAUTY THERAPY

Meet the team!

Hello from the Stockton Riverside College Schools Team!

We want to let you know we are here to help you as restrictions start to ease in any way that we can. Remember that although your exams have been cancelled your place at Stockton Riverside College hasn't.



We know everyone is very keen to get started with us in September, and we can't wait to see you all then! We've developed these workbooks to help support you and help you fine-tune your knowledge and skills before you join us. Working closely with course tutors, we've come up with some tasks to help ensure you're up to speed once you start with us in September. We'll also be sending out more guides and top tips to get you started before you enroll!

Don't forget to follow us on our social channels for regular updates, competitions and campus news. Every Tuesday the Schools Team host weekly course takeover Q&A sessions on Instagram to answer any questions you may have! We hope you're as excited as we are for you to start your journey with us. If you have any questions, please get in touch via social media or check out our website for FAQs and latest updates relating to government guidelines.



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We hope to see you soon!

Firstly, all of us would like to congratulate you on the acceptance of your chosen course. We eagerly await to meet you in the coming months!

We continue to find ourselves in unfamiliar times, so let's focus on the future and the journey you will soon be beginning. This booklet contains several different activities to complete. The following tasks are aimed at preparing you for your new chapter. Please email your completed work to adam.howe@the-etc.ac.uk Good luck!

etc.

STOCKTON
RIVERSIDE
COLLEGE

Student Work Book

BEAUTY



A message from Zara Kane, Beauty Therapy course leader

Firstly, all of us would like to congratulate you on the acceptance of your chosen course. We eagerly await to meet you in the coming months! We all currently find ourselves in unfamiliar times, so let's focus on the future and the journey you will soon be beginning.

Below you have been given several different activities to complete. The following tasks are aimed at preparing you for your new chapter. Good luck!

Contact us:

Zara.Kane@stockton.ac.uk





Task 1

Here you have a template for your beauty therapist. It is estimated that your average client will have made an opinion on you within the first 7 seconds of meeting, so appearance is crucial. Personal presentation not only includes your professional image; personal hygiene, clothing and accessories also carry risks relating to health and safety. For example, acceptable footwear would be flat black shoes as they reduce postural faults that can lead to repetitive strain injury. Design your beauty therapist and once you have completed your design, add some labels that clearly explain your design choices.

A large rectangular area defined by a dotted line, intended for drawing a beauty therapist and adding labels. The area is empty and occupies most of the lower half of the page.



Task 2

Carry out some research and complete the following sentences.

A beauty therapists uniform should be washed at _____. This will eliminate the spread of bacteria.

Hair should be worn _____.

A therapist should smile and make eye contact when greeting a client because

_____.

Jewellery should not be worn by a therapist because _____

_____.



Effective Communication

Whatever your position at work, you will need to communicate with others. If your business is to be successful you will need to effectively communicate with other therapists, product suppliers, trainers/educators, salon managers and most importantly client. Communication can be verbal, non-verbal or written. Verbal communication should be:

- Clear
- Spoken in a friendly manner
- Easily understood– avoiding using technical terms that may confuse the client
- Spoken while facing the client

As a therapist it is important to ensure you communicate effectively with all different types of clients regardless of age, gender, disability, race or religion. Take a look at the following scenarios and explain what methods you could use to communicate with each client.

Client 1-
A client that has difficulty hearing:

Client 2-
A client that does not speak or understand English:

Client 3-
A client with impaired vision:

Questioning Techniques

Asking questions is a skilled task. If you really want to know what the client thinks and needs from you, you must ask them. How you ask, what you ask, and the type of question will dictate the reply you get. So questioning techniques are important. There are two types of questions, closed and open.

Closed questions usually only need one-word answers. They do not allow a conversation to flow but are good for confirming information. E.g. 'Do you have any concerns regarding your skin?' The client will generally answer with yes or no.

Open questions require the client to respond by providing us with more information. Open questions can follow on well from a closed question, e.g. 'What are your concerns with your skin?'

Can you provide three examples of open questions?