## INDEX:

### MODULE ONE

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>4</td>
</tr>
<tr>
<td>COURSE OVERVIEW</td>
<td>5</td>
</tr>
<tr>
<td>ANATOMY &amp; STRUCTURE OF HAIR</td>
<td>7</td>
</tr>
<tr>
<td>CAUSES OF HAIR GROWTH</td>
<td>14</td>
</tr>
</tbody>
</table>

### MODULE TWO

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>SANITATION AND HYGIENE</td>
<td>15</td>
</tr>
<tr>
<td>IN THE SALON</td>
<td>29</td>
</tr>
<tr>
<td>OCCUPATIONAL HEALTH &amp; SAFETY (OHS)</td>
<td>32</td>
</tr>
<tr>
<td>CONTRA INDICATIONS</td>
<td>40</td>
</tr>
<tr>
<td>SKIN DISORDERS</td>
<td>44</td>
</tr>
</tbody>
</table>

### MODULE THREE

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT RECORD KEEPING</td>
<td>51</td>
</tr>
<tr>
<td>PRE &amp; POST WAX TREATMENT</td>
<td>55</td>
</tr>
<tr>
<td>INGROWN HAIRS</td>
<td>56</td>
</tr>
<tr>
<td>HAIR REMOVAL METHODS</td>
<td>57</td>
</tr>
<tr>
<td>HAIR GROWTH DIRECTIONS</td>
<td>59</td>
</tr>
<tr>
<td>TYPES OF WAX</td>
<td>60</td>
</tr>
</tbody>
</table>

### MODULE FOUR

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRODUCTS &amp; EQUIPMENT</td>
<td>61</td>
</tr>
<tr>
<td>ROOM SET UP</td>
<td>69</td>
</tr>
<tr>
<td>PREPARING YOUR WORK AREA</td>
<td>72</td>
</tr>
<tr>
<td>FILLING AND TOPPING UP YOUR WAX POTS</td>
<td>73</td>
</tr>
<tr>
<td>MAINTENANCE AND CLEANING OF THE WAX POTS</td>
<td>74</td>
</tr>
<tr>
<td>MODULE FIVE</td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>STRIP WAX CONSISTENCY AND PRACTICING WITH THE WAX</td>
<td>75</td>
</tr>
<tr>
<td>STRIP WAX APPLICATION</td>
<td>76</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE SIX</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT WAX CONSISTENCY AND PRACTICING WITH THE WAX</td>
<td>77</td>
</tr>
<tr>
<td>HOT WAX APPLICATION</td>
<td>78</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE SEVEN</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BROW WAXING</td>
<td>79</td>
</tr>
<tr>
<td>LIP, CHIN &amp; FACE WAXING</td>
<td>79</td>
</tr>
<tr>
<td>BROW SHAPING</td>
<td>80</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE EIGHT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BRAZILIAN / INTIMATE WAXING</td>
<td>84</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE NINE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MALE WAXING</td>
<td>85</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE TEN</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TROUBLE SHOOTING AND FAQs</td>
<td>87</td>
</tr>
</tbody>
</table>
MODULE ONE

INTRODUCTION

Welcome to our waxing course.

This course is designed to get you waxing in a very short time.

We teach you the difference between hot and strip wax and how to use both on every part of the face and body.

We will cover all hygiene and sanitation requirements, Occupational Health & Safety, Anatomy of the hair, contra indications, skin disorders, client record keeping and much much more. Please take the time to work through all the videos so you don't miss anything and we are only an email away if you need help with anything at all.

Waxing is very easy to learn and master and one of the more profitable salon services you can provide.

If at any time during the course you are lost or confused, please do not hesitate to email us for help.
COURSE OVERVIEW

*Please make sure you read through this section or watch the video on the student site in its entirety so you can work through this course without any confusion.*

*The course is put together in chronological order so please do not skip any of the following steps.*

**First of all** – download your training manual, which you will find under the Course Resources tab at the top of any page on this site.

Once downloaded you can print the manual out if you would prefer a hard copy.

**Second** - While you are in Course Resources take the opportunity to also print out your Log Sheets and Log Sheet guide, so you have everything ready to go for your practical work. You may also want to get your client records cards and consultation sheets organised.

**Third** - You may at this point like to have a look at the Products and Equipment Video in Module 4 so you can start sourcing everything ready for your practical assessments on your models.

**Four** - Read through the entire Training Manual and make sure you understand everything before watching the videos.

**Five** - Start watching the videos “IN ORDER” and make sure you click the “mark complete” button at the bottom so you can move on to the next video. If you do not push the “mark complete” button you will not be able to move on. The site will keep track of where you are up to.

Once you have watched the videos you can go back and forth as much as you like to re-watch.

There is a quiz at the end of each module so you can check your progress.

**Six** - After watching all the videos on this site, you can then go back to Module 5 and begin practising with the wax and working on your models. There are videos on the consistency of the wax for both strip and hot wax and also some exercises to do before you start work on your models.

You have step by step guidance for each area of the body.

Watch it as many times as you need until you are confident to start working on your models.

I also suggest you set your device up where you can see it, with the sound off, so you can watch while you are working in case you forget the next step.

Make sure you perfect each step before moving on to the next and you have a thorough knowledge and understanding of your products and how they are used.
YOUR PRACTICAL ASSESSMENTS

You need to send your practical assessments in as you complete them.

All of your practical assessment requirements are set out in the Log Sheet Guide, how they are made up and how we would like the photographic evidence sent through. We need the name of the model and date of service in the email with the photos and one service per email only. There are also sample photos of what we need.

You need to keep detailed records of every treatment on your Log Sheets as we will ask for these before your exam.

Please do not skip through or you will miss important steps and work that needs to be sent to us for feedback and assessment.

You cannot sit the final exam until ALL practical assessments have been submitted.
Anatomy and Structure of the Hair

DESCRIPTION OF THE HAIR

The hair is a slender, threadlike, outward growing appendage of the skin. Hair has no sense of feeling as it contains no nerves.

Hair is a dead structure (which is why it does not hurt when we cut or shave) composed of keratinized horny cells that are compactly cemented together before they leave the hair follicle cavity. It is made up of keratin (carbon, hydrogen, oxygen, nitrogen, phosphorous and sulphur).

The hair grows from the true skin (dermis), each having a root and stem or shaft.

The makeup of the hair can be soft and fine as on the facial areas, long and soft as on the head and underarms, or short and quite hard as in eyebrows and eyelashes. Areas of the body where hair is not found are on the palms of the hands, the souls of the feet, lips and eyelids.

The hair has many functions. Body hair will help keep us warm. The hair on our scalp protects us from sun damage. The eyebrows prevent sweat from falling in our eyes. The eyelashes prevent dust and other foreign objects from going into our eyes, and nasal and ear hair are both their as protection.

Hair also has cosmetic value. We cut, colour and style the hair on our head, we tint our eyebrows and eyelashes, we shape our eyebrows, and totally remove most of our body hair, all in the hope of making us visually more appealing.
CROSS SECTION OF THE HAIR

**CUTICLE** (Outer layer) for protection. This protects our hair from damage from either nature or chemicals and it what will first show signs of damage.

**CORTEX** (Middle layer) this layer contains the pigment which gives hair its colour.

**MEDULLA** (Inner layer) the reason for this layer is unknown, but it can be absent in very fine hair.
THE HAIR FOLLICLE

Blood Vessels and Capillaries
Carry nutrients to the papilla to feed the matrix which produces the hair.

Papilla
Root System. (Mother of the hair). The papilla is made up of connective tissue and capillary loops. This is where nutrients are received from the blood supply to feed the hair.

Matrix
The matrix is a collection of cells around the papilla, mostly epithelial cells interspersed with melanocytes. Epithelial cells are the most common form of cells in our body and basically are just what make up our body tissue. Melanocytes are pigment producing cells, so in the hair are responsible for giving it colour. The matrix is where the cells divide to form the major structure of the hair fibre.

Hair Bulb
Club shaped structure situated at the base of the follicle and attached to the papilla.

Hair Shaft or Hair Fibre
Hair that grows from the matrix. It will grow up through the hair follicle until it is visible above the skin and will continue to grow depending on where it is on the body.

Mouth of the Follicle
Opening in the skin where the hair comes out. Also called "pores".
**Inner Root Sheath**
This is the area located between the outer root sheath and the hair shaft

**Outer Root Sheath**
This is what encases the inner root sheath and the hair shaft

**Hair Follicle**
Tube like depression in the skin. This depression encases the hair beneath the skin's surface.
The hair follicle make up is the outer (external) and inner (internal) root sheath. The outer root sheath encases the inner root sheath and hair shaft.

**Sebaceous Gland**
Sebaceous glands are microscopic glands in the skin that secret sebum to lubricate and waterproof the skin and hair.

**Arrector Pili Muscle**
These are the bundles of smooth muscle fibres which attach to several follicles (a follicular unit).
When these muscles contract is causes the hairs to stand on end, which is what we know as “goose bumps”. The contraction of the muscle is involuntary and normally stimulated by cold or fear.
HAIR GROWTH CYCLE

Hair growth on humans is intermittent and not necessarily seasonal or cyclic. Hair will be in various stages of growth and shedding at any given time. There are three stages of hair growth:

ANAGEN This is the growth or active phase. Cells divide rapidly and new hair is formed.

Hair growth is most rapid in this stage. Scalp hair stays in this phase for around 2-6 years which is why it continues to grow. Eyelashes, eyebrows and body hair have a very short growth phase 30-50 days which is why this hair stays short.

CATAGEN
This is the transitional stage and lasts about 2-3 weeks. In this phase the growth stops, but the hair does not yet fall out. During this phase the hair follicle shrinks. The lower part is destroyed, the dermal papilla breaks away and the bulb detaches from the blood supply.

TELOGEN
This is the resting phase when the hair is completely formed and lasts for about 100 days for hair on the head and face and a little longer for body hair. When the hair is properly removed in this stage you will see a dark root covered in a white sheath like material.

There is also another stage which is MESANAGEN also known as early anagen. This stage happens when a hair follicle still in the telagen stage will return to the anagen growing phase and produced a new hair before the old one is shed. The old hair will still shed as normal. This is why it is not unusual to see two or even three hair shafts in one follicle.
HAIR GROWTH CYCLE (Cont’d)

When waxing a client regularly you are going to get the best result when the hair is in the anagen stage. By continuously pulling the hair out by the root, you will start to destroy the root system, thus causing the hair to soften and thin out and in some people it will just stop growing altogether.

Although it will vary from one client to another, it is best if there is some length in the hair for it to be properly waxed. Normally around ½ cm or longer is ideal. If you try and wax hair when it is too short it will probably not come out or you are in danger of causing ingrown hairs.

With most people regular waxing is best at 4-6 weekly intervals.

Below is a diagram that may help you remember the three stages a little more easily.
TYPES OF HAIR

There are four classifications of hair.

LANUGO
This is the soft down hair found on a newborn baby, and will normally shed just before or after birth.

VELLUS
The vellus hair replaces lanugo hair on a human foetus usually at around 36 to 40 weeks gestation, or soon after birth. Found mostly on the face but sometimes other parts of the body, this hair is soft and fine. These hairs are usually pale in colour and have a slow growth rate. They grow from a shallow follicle. The growth cycle of this hair is different from terminal hair. Once a human reaches puberty, the androgen hormone causes a lot of the vellus hair to become terminal hair. It will stimulate the growth of new hair in the armpit and public area and in men also on the face.

INTERMEDIATE
The texture of this hair is between Vellus and terminal hair. It is found on most part of the face and body. Intermediate hairs have a medulla and contain a moderate amount of pigment, but less than you would find in a terminal hair. Intermediate hairs are normally paler.

TERMINAL
This is the hair found in men and women’s scalp, eyelashes, eyebrows, underarms and genital areas, men’s face and sometimes female facial areas (this would normally be due to a hormone imbalance). After puberty it also found all over the body of most males. The hair is course, strong and deep in the skin and has well developed roots and bulbs.

If the hair cycle is healthy and normal, it goes through a cycle where it grows, falls out and then is replaced, which is what we have just previously covered called Anagen, Catagen and Telogen.
CAUSES OF HAIR GROWTH

Most hair growth patterns are congenital and predetermined at birth. Hereditary factors and genes will determine the amount of hair a person eventually has.

There are other factors that can influence the hair growth OR hair loss pattern:

Systemic Hormonal imbalances can play a part in hair growth or hair loss. Androgens (male hormones) are responsible for stimulating hair growth. High amounts of androgens are normal in males, but high levels in a female will lead to excessive amounts of superfluous hair on the face and body.

Climate
Hair can grow faster in higher temperatures due to an increase in blood flow.

Surgery
Post hysterectomy women are prescribed estrogen and other hormones to maintain the balance of female and male hormones. If the hormones are not balanced it can lead to an increase of unwanted hair, usually on the face, but also other body areas. Pregnancy Due to the change in the hormonal balance, it is not unusual for some women to have an increase in hair growth during pregnancy, but the opposite can also be the case, and some women will find they have hardly any hair growth while pregnant.

Medication
Some medications can affect the regular functioning of the endocrine system causing a change in the hormone balance which can lead to excessive hair growth. Under normal circumstances this hair growth will diminish when the medication is stopped.

Stress
Although much rarer, stress can increase the flow of certain hormones such as ACTH (adrenocorticotropic hormone). This can lead to an increase in the production of androgens (male hormones) and cause excess hair growth.

Smoking
Smoking causes an increase in adrenaline. An increase in adrenaline can cause and increase in the rate of hair growth.
CAUSES OF HAIR GROWTH (Cont’d)

Chemotherapy or Radiation Therapy
These will cause temporary hair loss in most people as it damages the epithelial cells in the matrix which divide and product the hair shaft. Once the treatment is ceased, the cells become normal again and will start producing new hair, which often comes back soft and fluffy and curly, but normally returns to its normal hair type within about 12 months.

Scarring
Hair will not normally grow in an area with the skin is scarred as the matrix has been permanently damaged.

It is important to establish a normal hair growth pattern on your client before undertaking any hair removal process, whether it be waxing, IPL, electrolysis or any other form of hair removal, as this will affect the end result and how often they will need to come for treatment or if indeed they will actually be able to have the treatment. This is covered in more depth in the module on Contra-indications.

Please make sure the rest of the pages line up as they do now, so Module 2 is the start of a new page
MODULE TWO

SANITATION & HYGIENE

Please read and understand this section very carefully. This is a most important area of your business as you do not want to be responsible for spreading any infection either to yourself or your clients.

Depending on which country you are living in there may be state or federal regulations that relate to the practice of Beauty Therapy.

There will also be state and territory guidelines for the manufacture, sale and use of chemical ingredients for safety in the workplace.

Occupational Health and Safety has been created in most states (Countries) to regulate and enforce safety and health standards to protect employees in the workplace.

It is important that employees are protected from exposure to potentially toxic substances and well informed about possible hazards of materials used in Beauty Therapy.

Please make sure you read through the OHS section of this manual and also a copy of your local OHS laws (state government available via the internet) and read through it carefully to make sure you and anyone you are working with or working on is well protected from any potentially hazardous ingredients in the Facial Products.

MSDS (Material Safety Data Sheets) are available from your wholesaler for every product you purchase and will contain all information about the product including names and potentially hazardous ingredients, safe use and handling procedures, risk of accidental harm or overexposure, flammable warnings, disposal guidelines and medical information if needed in case of an accident.
CROSS INFECTION AND HOW IT HAPPENS

It is important to remember that one careless action could cause injury or infection to not only yourself, but your client or worse still multiple clients. Preventing the spread of infections is easy if you follow proper hygiene and sanitary precautions AT ALL TIMES.

Potentially harmful organisms that are important to Beauty Therapists are bacteria, viruses, fungi and parasites.

An infectious disease is caused by harmful organisms that will spread very easily from one person to another. For this reason it is important that you do not treat your clients if you are suffering from an infectious disease or if they are suffering from an infectious disease. Infections can be spread between the client and operator, and from client to client, from you to other employees of the salon and even from you to your family and friends. It is important to remember that one careless action could cause injury or infection to many people.

Preventing the spread of infections is easy if you follow proper hygiene and sanitary precautions AT ALL TIMES and understand the importance of following the health guidelines.

Most people that visit your salon will be free of diseases, some will unknowingly have come into contact with a contagious condition and in rare cases they may know that they have a contagious condition but hope that you will proceed with the service anyway.

If you follow the recommended procedures set out by your State or Territory, you and your clients will be protected from cross infection. In Module 2 this learner guide you will cover how to identify contagious diseases, so you know when you can and more importantly when you cannot treat a client and when to refer to the relevant medical practitioner.

Some common contagious diseases are ringworm, conjunctivitis, common cold, natural nail or toe and foot infections, viral infections, Covid. Common sources for spreading these infections are dirty hands, most particularly the webs between the fingers and under the fingernails.

Other sources are contaminated implements, infected nails, cuts, open sores, mouth and nose discharges, shared drinking cups, towels and telephone receivers, door handles.

For this reason it is important that you do not treat your clients if you are suffering from an infectious disease or if they are suffering from an infectious disease.

Beauty professionals are not permitted to diagnose, treat or recommend treatments for infections, disease or abnormal conditions. You must advise your client to seek professional advice from their physician and they can only return for salon services after their condition has been successfully treated.
Micro-organisms

Micro-organisms are everywhere! On all the surfaces you can see, on you and your clothes, on the tools and equipment you use. Most of these micro-organisms are harmless; some are even needed to maintain our health.

However, there are some micro-organisms that are harmful to us and cause illness and disease.

The goal of infection control procedures is to kill these harmful micro-organisms and to stop the movement of them between people (cross-infection).

The micro-organisms of interest in Infection control are bacteria, fungi and viruses.

BACTERIA

Also known as microbes or germs, are one-celled micro-organisms, which are of microscopic or sub-microscopic size and are so small they can only be seen with a microscope.

Micro-organisms have plant and animal characteristics. Some of these are harmful and some are harmless.

Bacteria can exist almost anywhere, in water, decayed matter, clothing, skin, body secretions and particularly under the free edge of a nail.

There are thousands of different kinds of bacteria that fall into two primary types, nonpathogenic and pathogenic.

Non-pathogenic are harmless, safe to come into contact with and perform many useful functions i.e. Bacteria are used to make some medicines, cheese and yoghurt. Non-pathogenic bacteria help the body break down food, stimulate the immune system and protect against infection.

Pathogenic are harmful as they may cause infection or disease in humans when they invade the body. It is for this reason that it is vital that salons prevent the spread of pathogenic microorganisms and maintain sanitary standards at all times.

An example of a pathogenic bacterial is golden staph: This is a bacterium that has caused problems in hospitals. Its real name is Staphylococcus aureus. It is conical in shape, grows in grape like clusters and it has a gold colour. Many people in the population carry golden staph, they often do not know it and it may cause them no problems, but it easily passed on to others.
The shape of golden staph, the way it grows and its colour help scientists to classify it and give it a name.

Bacterial Infections occur when body tissues are invaded by disease-causing or pathogenic bacteria. Without the presence of pathogenic bacteria there can be no bacterial infection, so if they are eliminated clients cannot become infected.

**FUNGAL**

Fungi are next on our list. Some are useful micro-organisms to humans. For example they are used as yeast in bread-baking and in making soy sauce, but many of them are harmful to humans.

Fungi is a microscopic plant parasite which includes moulds, mildews and yeast. It can produce contagious diseases such as ringworms.

Infections are commonly spread by the use of dirty implements or improper cleaning of the therapists hands before treatment.

Fungi that are harmful in facial services are usually rare. They like a warm, moist and dark environment. Fungi like the keratin (a Chemical protein) in the skin. An example of the type of fungi that can cause problems for you is those that cause tinea, ringworm and candida.

It is very easy to spread either a bacterial or fungal to other clients or even yourself if everything that touches the client is not either disposed of (disposable or single-use items) or properly cleaned and disinfected before it is re used.

Any fungal infections should be treated by a doctor and completely eliminated before you can commence treatment.

**VIRUSES**

A virus is a parasitic sub-microscopic particle that infects the cells of a biological organism which is only capable of replication through taking over the host cell’s reproduction machinery. They are so small you will need the most sophisticated and powerful microscopes to see them.

Many common illnesses are caused by virus including gastrointestinal infections, the common cold, measles chicken pox, mumps, smallpox, rabies, hepatitis, yellow fever, influenza, polio and HIV (AIDS).
Viruses can live and reproduce only by penetrating other cells and becoming part of them, where bacterial can live and reproduce on their own.

Specific antibiotics will treat bacterial infections whereas viruses are hard to kill without harming the body in the process.

Blood borne pathogens are disease-causing micro-organisms that are carried in the body by blood or body fluids.

The spread of these blood borne pathogens can be through anything that may cut the client’s skin such as shaving, clipping tweezing, nipping, certain facial treatments and even waxing.

Great care should be taken to avoid cutting or damaging the client’s skin during any service.

PARASITES

Parasites are an organism that feed, shelter and grow on or in another organism which is referred to as the host. They contribute nothing to the survival of the host, but must have a host to survive.

They can live either on or inside humans and animals, but are also found in food, on trees and plants and in water.

NEVER perform a service on a client if their skin shows visible signs of infection. You may only work on healthy skin.

Clients are not obliged to tell you that they have blood borne diseases like HIV and Hepatitis. But you are safe to do treatments on them provided you follow the guidelines.

If the client tells you they have a blood borne disease you must not reveal that information to other people.

As a result of the privacy considerations the industry works as if everyone has a blood borne disease and everyone strictly follows the correct procedures to prevent cross-infection.

That way you are automatically protected whether your client has a blood borne disease or not.

The above information should not make you uncertain and apprehensive in providing nail services. You should not be concerned because there are guidelines, procedures, tools, chemicals and equipment all designed to make it safe for you to work in the nail and beauty industries.
ROUTES OF INFECTION

The first thing you should know is how cross infections can occur. There are many routes of infection. Intact skin is the body's first defense against infection. You should make sure that you have no cuts or abrasions on your skin, if you have cuts and abrasions you should cover them with a waterproof dressing and gloves, and you should keep the skin of your hands moisturized and supple.

The first route of infection to consider is through the penetration of the skin. In facial services it might be through accidental cutting of the client's skin. The instrument is then infected and you must follow the right sterilisation process before using the instrument again.

The second route of infection is through open wounds or cuts. If your client has a cut in the skin and if you also have an uncovered cut on your finger, the client's blood can enter your body through the wound.

The third route of infection contamination of instruments is another way that infection travels from one person to another.

You need to follow a particular procedure to make sure that all instruments you use are cleaned and disinfected properly and then stored correctly until they are used on the next client. For example, if you use a facial sponge on a client and there is a tinea infection that is not visible you will transfer the tinea to the next client if you reuse the sponge without following the correct disinfection processes. This is why disposables are so much safer.

Next you should consider what the client comes into contact with and what needs to be changed after a service. For example, the gown, headband and sheets or towels on the bed have all come into contact with the client and must not be used on another client until it has been laundered correctly.

Finally, the fourth source of infection is contamination. This can happen when, for example, you put a tissue you have used to say do extractions on to your bench top. The bench top then becomes a potential source of cross contamination during the service. All waste should go directly into the rubbish bin.

So you can see that there are a lot of things you need to do consistently to keep your salon safe for everyone.
PREVENTING CROSS-INFECTION

How do you work safely and protect yourself and the client from cross-infection? The first point is correct hand washing, the second point is minimising risk and the third point is minimising blood to blood contact and the fourth point is correct cleaning and disinfecting of equipment.

THE FIRST POINT – HAND WASHING

All health authorities say that the foundation of preventing cross infection is correct and regular hand washing. Incorrect and sloppy hand washing does not protect you. So how do you wash hands correctly?

Once the client has arrived in the service area you need to wash your hands. The spread of infection from hands has been recognised as the single most important factor in preventing infection (after cleaning and sterilising equipment) and cannot be overstated. Unbroken skin is the best defence because it provides the perfect barrier against infection. The purpose of washing hands is to reduce any micro-organisms that may be present. Unless the fingernails are visibly dirty, a nailbrush should not be used because it may cause breaks in the skin during vigorous brushing. Obvious dirt under the nails must be removed.

First, wet hands with warm running water, use liquid soap (one pump measure is sufficient), then rub hands vigorously for a minimum of 15 seconds. Look at the diagram and be sure to wash your hands all over including:

- Back of hands
- Wrists
- Between finger
- Under fingernails
- Rinse hands well after washing is complete and pat dry hands thoroughly using single use paper towel. Good hand-washing facilities are essential and should be located within the service area in view of the client. Liquid soap dispensers using single-use cassettes are recommended, because they do not permit a topping-up process and they minimise the risk of contamination.

- Wash your hands
- Before and after contact with each client
- After contact with blood or body fluids
- After using a tissue or handkerchief
- After smoking 46
- After going to the toilet
- Before and after eating
- After answering the phone or touching any potentially contaminated objects,
- and before returning to a client.
CORRECT HAND WASHING TECHNIQUE

For basic services plain liquid soap is suitable. If you are doing skin penetration procedures then you must use one of the following antibacterial soap solutions:

- aqueous 2% chlorhexidine-based solution
- aqueous 4% chlorhexidine-based solution
- aqueous povidone-iodine
- triclosan 2% solution (for people with an allergy to the chlorhexidine or povidone-iodine solutions)

Small areas of broken or infected skin on exposed parts of the operator’s body or the treatment area of the client’s hands or feet, should be covered with a waterproof dressing that completely covers the affected area. If a cut or abrasion is on the hands, then single-use gloves should be worn during all procedures.

THE SECOND POINT – RISK MINIMISATION

Your best way of dealing with the potential of cross-infection is to use risk minimisation procedures all the time. These include:

- Wash your hands before and after working on a client, before working on the next client and if you are interrupted during a service, when you resume the service. Refer to the section below that is headed Hand Washing for more information.
- Use clean disposable gloves when you think you might come into contact with blood or body fluids.
- Cover any wounds on you or the client with a waterproof dressing that completely covers the affected area. You can also use clean disposable gloves if you have a cut on your hand.
• Use disposable or single use equipment where possible. For example, single use sponges and headbands. You can give the sponges to your client to take home to use or just throw them out.
• Use equipment that has been properly cleaned and disinfected or if necessary, sterilised
• Keep the premises in a clean condition, regularly cleaning surfaces, chairs, tables and floors.
• Handle and dispose of sharps correctly.
• Liquid soap and single use paper towels should be used for hand washing.
• Linen that has come into contact with the client’s skin should be changed after each client and laundered according to the State or Territory guidelines.
• Waste should be disposed of in accordance with your State or Territory guidelines. Make sure you dispose of waste directly into the proper bin.
• Use pump dispensers for lotions and creams. If this is not possible a new spatula can be used to remove cream from a jar. Never reuse the spatula and never use your fingers to remove cream from the jar.
• Keep accurate records of all treatments and services with the date and time recorded.
• Immunisation against Hepatitis B is recommended. You need to consult your personal doctor about this option.
• Follow the workplace procedure for the cleaning and disinfection of tools and equipment and never mix clean and unclean instruments.

THE THIRD POINT – MINIMISING BLOOD TO BLOOD CONTACT

Micro-organisms can also be spread through blood to blood contact. For example, an invisible trace of blood on equipment can spread diseases such as HIV, Hepatitis B and Hepatitis C. You must assume that all blood and body substances are a potential source of infection.

As a Beauty Therapist you are responsible for minimising the risk of infection. You need to learn proper sanitation and disinfection procedures and follow them. Shortcutting these procedures will put clients and you at risk of becoming infected.

Following are the steps you must take to protect yourself and the client from infection while performing any hand and foot service:

• Use proper sanitation and disinfection procedures consistently.
• Do not work near an open wound. Ensure that the open wound is thoroughly covered and disinfect the area around the wound before commencing the service. If unsure about servicing the client, recommend that the client seek medical attention before providing a service.
• Be very careful when working with sharp objects to avoid damaging a client’s skin and making them more prone to infection.
• Wear disposable gloves to protect yourself against cross-infection, and dispose of gloves after each client.
THE FOURTH POINT – CLEANING AND DISINFECTING EQUIPMENT

- Proper prevention procedures can be achieved by two methods:
- Cleaning and disinfecting
- Cleaning and sterilizing.
- Because salons have a very low risk of infection compared to places such as body piercing/tattoo studios or medical facilities, they only need to clean and disinfect. Any instrument or part of an instrument used on a client should be cleaned with detergent and warm water, dried and either thermally or chemically disinfected before being used on another client.

CLEANING

The first step in any decontamination method is proper cleaning, which is removing all visible dirt and debris from tools, implements and equipment with liquid soap and water.

Proper cleaning will greatly reduce the number of germs on the surface and thus the risk of infection.

A surface must be properly cleaned before it can be disinfected. If the majority of the contaminants and pathogens are not washed from the surface the disinfectant will most likely become contaminated and not work efficiently.

Proper cleaning of instruments and hand washing are the most powerful ways to prevent the spread of infection.

Some methods of cleaning are:

- Washing well with low sudsing antibacterial soap and warm water and a properly disinfected scrubbing brush
- Using an ultrasonic unit
- Using a cleaning solvent
DISINFECTING

The second step to prevent the spread of germs and disease is disinfection.

Disinfection will eliminate most, but not all microorganisms on non-living surfaces, however it is not effective against bacterial spores, and is very effective in the salon for surfaces, and equipment such as nippers, scissors and other multi-use tools.

Chemical disinfectants will destroy all bacteria, fungi and viruses (NOT SPORES) on surfaces. They are not to be used on human skin, hair or nails and care must be taken to wear gloves when working with this product.

STERILIZATION

Although not normally relevant to the salon professional sterilization is a process that completely destroys all microbial life, including spores and is only necessary when an instrument comes into contact with blood.

The most effective and common way to sterilize instruments (normally medical) is by an Autoclave.
If your implements come into contact with blood they will need to be properly sterilized or disposed of.

Thermal disinfection uses heat and water (moist heat) at temperatures that destroy most organisms. It is the most cost-effective and efficient method of disinfection. It is only suitable for items that can be fully immersed in water at high temperatures.

Autoclave is the most effective form of thermal sterilization available.

All items must be fully immersed for the time indicated in the table below once the water boils. Additional items must not be added during this boiling stage.

<table>
<thead>
<tr>
<th>Surface temperature (°C)</th>
<th>Minimum disinfection time (minute)</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>80</td>
<td>10</td>
</tr>
<tr>
<td>75</td>
<td>30</td>
</tr>
<tr>
<td>70</td>
<td>100</td>
</tr>
</tbody>
</table>
DISINFECTANTS

You must always read and follow the manufacturer’s instructions, relating to mixing ratios (dilution) and contact time. Not all disinfectants have the same concentration, so it is important that you read the directions to get the correct mix. If your product does not have the word “concentrated” on it, then it is ready to use as it and must not be diluted any further.

Any EPA-registered liquid hospital disinfectant will be effective enough for a salon. While working with any disinfectant is it important that you wear gloves and follow the proper protocol.

All implements must first be thoroughly cleaned with soap and warm water and a sterile scrubbing brush. Any residue can interfere with the disinfectant and prevent proper disinfection. Cleaned implements must be completely immersed in disinfectant solution for the recommended amount of time (see manufacturer’s instructions) but at least 10 minutes.

Quaternary ammonium compounds are also very effective when used properly in the salon, however while many of these formulas may contain anti-rust ingredients, leaving tools in the solution for prolonged periods may cause damage.

Household bleach, 5.25 percent is another effective disinfectant that can be used in salons, however again this may cause rust and damage to your instruments and skin and eye irritation if not used correctly.
SAFETY PRECAUTIONS FOR DISINFECTANTS

- Keep MSDS on hand (Material Safety Data Sheets)
- Wear gloves and if necessary protective eyewear when mixing
- When diluting, you should always add the disinfectant to the water, not the water to the disinfectant to prevent foaming.
- Always use room temperature water.
- Use tongs or a draining basket to remove implements from disinfectants
- Keep out of reach of children at all times
- Only use disinfectant in accordance with label instructions
- Follow manufacturer’s instructions for mixing, using and disposing or product
- Change disinfectant solution every day, or more regularly if it has become soiled or contaminated
- Do not store large amounts of mixed solution. Mix the solution on a daily basis.
- Do not let any disinfecting solution come into contact with your skin, if this occurs wash immediately with liquid soap and warm water and dry thoroughly.
- Never place solution in an unmarked container.
IN THE SALON

As a beauty therapist you are your own best advertisement and you should be an example to your trade.

First impressions are very important. If you have a new client walk in the door and your salon is not in a clean and tidy state, or yourself of your staff are untidy or worse still dirty looking, they are going to walk straight back out the door and most likely tell many people not to bother with you. A client will look to you, her therapist as a professional and this will be reflected not only in how you look, but also your attitude and deportment.

You are a reflection on your business or the salon in which you work. If a client does not feel satisfied with the hygiene of either the therapist or the salon, she is not likely to return.

Clothing:

- Not all salons enforce uniforms but there should at least be some sort of dress code.
- If you do not have a mandatory uniform you need to wear salon appropriate clothing.
- Your clothing should be clean and smell fresh, ideally a change of clothes daily.
- Do not wear anything that drape or has things dangling from it, but something that is comfortable to move in but still looks professional.
- You may want to wear a disposable apron for some services which will help reduce cross contamination and keep your clothing clean.

Hair:

- Should be clean and secured off the face.

Nails:

- Should be of a workable length.
- If nail extensions are worn, these should be cleaned underneath every time you wash your hands and they should be of a decent length and shape so as not to piece your gloves.

Footwear:

- No high heels to be worn for health and safety and comfort reasons.
- You should have closed in back and no peep toes.
- Should be clean. It is good practice to keep a pair of shoes in work and travel to and from work in outdoor shoes.
Personal Hygiene:

- Deodorant should be worn at all times.
- No heavy perfumes should be worn.
- Smokers must take extra care with their personal hygiene. The smell of cigarette smoke clings to fingers, clothes and hair. Clients may find this offensive.
- Be aware of fresh smelling breath. If having close contact with a client, avoid garlic and excessively spicy food the previous night. Face masks also help mask smells and allow you to work at close contact with your client.
- Keep jewellery to an absolute minimum, especially things like bracelets that jingle, dangly earrings etc.

Ergonomics

Posture is important, whether you are sitting or standing up to do a treatment. Try to find a working position that is comfortable for you and reduces the need to lean over to just one side.

Using height adjustable treatment couches and chairs. Choose a height that reduces your need for bending over the client. Ideally your back should be at a 90-degree angle. Your chair should be comfortable to avoid pressure point sores or injury.

Try to avoid twisting the neck, keep your head upright and keep your shoulders relaxed.

Never ignore pain, look at ways to alleviate the symptoms. If you cannot take a break during a treatment, then you can adopt gentle stretching techniques.

Repetitive strain injuries can be caused by using the same movements over and over again. Try to avoid repetitive flexing of the wrist and instead alternate by bending elbows or shoulders instead. Equipment should feel comfortable in your hand and have as minimal vibration as possible.

It is extremely important that both yourself, your environment and the products and equipment you are using are kept clean and sterile.

Your personal appearance should reflect your professionalism. Clean clothes, hair tied back if long or styled if short. No jewellery as this can catch and also be distracting. Make sure you use deodorant as you are working in very close proximity and also clean your teeth and use mouthwash.

You should always begin by washing your hands with an antibacterial cleanser followed by hand sanitizer.

Only liquid soap and sanitizer should be used and dispensed from an automatic dispenser.
Hands should be dried with paper towel or automatic hand drier.

Your work table/bed should be wiped over with disinfectant after every client to remove germs and dust.

You should be using disposable bedroll to cover your wax table/bed between clients and immediately throw it into the bin.

Your wax pots and trolleys should be wiped over between clients to make sure there is not dripping wax down the sides and completely pulled down and cleaned out on a regular basis.

Your bins should be emptied regularly throughout the day so they don’t spill over and all counters, work areas and floor kept free from wax spills.

All benches, lamps and containers should be regularly wiped over and kept meticulously clean, as should your benches and floors.
OCCUPATIONAL HEALTH AND SAFETY (OHS)

Occupational health and safety procedures – Workplace hazards

Your workplace should be assessed continuously by the employer or designated person, for any dangerous plant, equipment or substances that may cause injury or harm to a person in the workplace. Employees in the workplace should also have an awareness of hazards and report any situation that may possibly be dangerous to themselves or others. Some examples are:

Workstations

The work area needs to allow enough space for the client and operator to move without restriction and for the operator to access and use equipment safely and without putting any undue pressure on any body parts. Keep the area uncluttered and neat as congestion can lead to accidents. Power points should be at bench level to prevent cords creating a tripping hazard.

Massage Bed

Should be solid and height adjustable to enable operators to work on clients at a suitable level, preventing possible neck, arm and shoulder complaints. Should be strong enough to hold even the heaviest client without fear of collapse.

Trolleys

Trolleys should be stable and on even flooring. There should be no wax pot or other electric cords hanging near the wheels or on the floor that may tip the trolley over when moving it.

Floors

Flooring should be non-slip, easy to clean and even to prevent slipping and injury. It is important that floors are kept clean and any spillages are attended to immediately to prevent anyone from slipping over.

Fixtures

Fixtures and fittings forming the salon structure need to be fitted in such a way that they create easy accessibility, and do not block doorways and emergency exits, and keep all cupboards and stairways clear of obstruction. They must be soundly structured and maintained in good repair.
Lighting

Lighting in the salon must be sufficient for the operator to work safely. Poor lighting can lead to eye strain and confusion in product selection.

Tools of the Trade

Consideration should be given in relation to the possible stress on the body of the operator. Equipment should be attached securely to the wall with an easy swing arm, or on wheels for ease of movement. Operators should not be lifting heavy equipment at any time, as this can cause injury to both the operator and client.

Electrical Equipment

All equipment must be checked and maintained in good repair to avoid risk or injury to both the operator and client. Keep electrical equipment away from water and only use with dry hands. Unplug equipment prior to cleaning. All cords should be neatly tucked away or taped down to avoid becoming a tripping hazard.

Bins

Bins should be well marked for rubbish, recycle, blood and chemicals, emptied regularly and disposed of in the appropriate manner.

Air Quality

Ensure you have adequate ventilation and clean air for the health of operators and clients. Provide adequate extraction for the removal of dust and fumes.

Products

Manufacturers try to make products as safe as possible, but their best efforts can be undone by a single careless act. It is up to you as a professional in the industry to learn about the chemicals and ingredients in products and how to handle them safely.
Working Safely with Chemicals

Providing waxing services requires you to use products that if used incorrectly could irritate and scar the skin. The key to working safely is to understand how the ingredients can adversely affect the skin and health and what you can do to prevent this.

Professional products are designed to be used safely in salons. You need to read and remember the precautions outlined in the Material Safety Data Sheets supplied with each product. You must also follow the manufacturer’s instructions. They want you to use the products safely and successfully on your clients. If you are successful, they will also be successful. Good technique in performing the treatments and a thorough understanding of the products are most important.

Summary List of Use and Storage of Chemicals:

1. Ensure premises are well ventilated.
2. Only use drop-on or brush-on products and try to avoid aerosol products.
3. Wear gloves when decanting or mixing products such as chemicals (including cleansers, primers and removers) because they should not come into contact with the skin of the client or operator.
4. Label all solutions decanted from bulk containers, and date them with the day of decanting and a use-by date if applicable.
5. Do not eat, drink or smoke in areas where chemicals are stored or used, because food and drink may absorb emitted vapours that can be flammable. A specific staff room should be set aside for breaks and the consumption of food.
6. After handling chemical containers, secure their lids and store them in a cool area away from gas appliances.
7. Secure chemicals to prevent unauthorised access. Especially make sure that any chemicals are not within reach of children. If they are they should have child proof lids.
8. Remember that cotton wool and similar articles soaked with chemicals will be present in waste, so fumes will be dispersed into the room if not adequately contained.
9. Remove waste regularly from the immediate client area to a larger, covered bin.
10. Operators should request Material Safety Data Sheets relating to the safe handling, storage and first aid requirements for chemical products from manufacturers/suppliers of chemicals.
11. Proprietors/operators should refer to these sheets for advice and keep copies on the premises at the point of use.
12. Employers should make formal arrangements for maintaining and improving safe working conditions and practices. This includes competency training and risk assessments.
13. You should report any injuries, diseases and dangerous occurrences to the appropriate person/department. This includes loss of sight, amputation, fracture and electric shock. In all cases where a personal injury of any type occurs, it should be recorded in an accident book.
14. Whatever the size of your business, you should always make sure you have a First Aid kit on site, as well as an eyewash bottle. You should ensure this is fully stocked at all times. You should have at least one ‘Appointed Person’ on hand to take charge in an emergency who holds an approved basic first aid qualification.

15. This covers the use of display screens and computer screens. This specifies the acceptable levels of radiation emissions from the screen, as well as identifying the correct posture and the number of rest periods.

16. This states the duties for any users of equipment. It identifies the requirements in selecting and maintaining suitable equipment, as well as the training and safe use of it.

17. This requires employers to identify activities which require special protective clothing, which must then be made available.

18. These regulations require that cosmetics and toiletries are safe for their intended purpose and comply with labelling requirements.

19. All premises must have adequate means of dealing with a fire and all members of staff should know where these are. This can include fire extinguishers and blankets; however, you should only operate a fire extinguisher if you have been properly trained to do so. All equipment should be checked and maintained regularly. Fire Drill notices should be clearly displayed and should inform people of what to do in case of a fire. All staff should be trained in the location of alarms, exits and meeting points.

20. Electrical items are potentially hazardous and should be used and maintained properly. You should always ensure that you are fully trained on a piece of equipment before operating it. All electrical equipment should be regularly tested to ensure it is safe to use. If any equipment is deemed to be faulty or unsafe, you should stop using it immediately and report the problem. Make sure the equipment is clearly marked as faulty until the problem has been corrected to avoid it being used by other members of staff.

21. Work Safe Australia regulations cover the essential requirements for controlling exposure to hazardous substances, and for protecting people who may be affected by them. You should carry out a Work Safety assessment to identify all chemicals, products or other substances which could cause harm.

22. A substance is considered to be hazardous if it can cause harm to the body. It poses a risk if it is inhaled, ingested, in contact with the skin, absorbed through the skin, injected into the body or introduced to the body through cuts. Always check the ingredients and instructions of all products to see what they contain and ensure they are stored properly. If the product could cause harm, it should be listed on your Work Safe assessment, together with what the risk is and who is at risk from it. Next, decide on the degree of risk and who to minimise that risk. If you can, try to replace high risk products with lower risk ones. Never leave chemicals identified as hazardous in areas accessible to the general public. Do not forget, Work Safe substances include both those used for treatments and cleaning.
23. You will need local council Health Department registration for all beauty services carried out, and also be registered for skin penetration if you are carrying out any form of electrolysis, ear or body piercing, tattooing including semi lift/permanent makeup or brow microblading, skin planning or any other service where skin penetration is involved.

24. The consumer Protection Act is in force to protect the customer from unsafe or defective services or products. All staff should be trained in using and maintaining products. Retail and salon products must be as described and of satisfactory quality. They should be fit for purpose and safe for use. It is the responsibility of the retailer to correct a problem where the goods are not as described.

25. The Trade Descriptions Act prohibits the use of false descriptions of goods or services. Information must always be accurate, false comparisons must not be made and misleading price comparisons must not be made.

26. You should ensure that clients are not discriminated against on the grounds of disability. You cannot use this as a reason to refuse to provide a service, provide a service to a lesser standard or fail to make reasonable adjustments. The premises must be able to facilitate access for disabled people.

27. The Equality Act gives disabled people important rights of access to everyday services. Service providers have an obligation to make reasonable adjustments to premises or to the way they provide a service. Sometimes it just takes minor changes to make a service accessible. What is considered a reasonable adjustment for a large business such as a bank, may be different from what is a reasonable adjustment for a small local salon. It is about what is practical in the service provider’s individual situation and what resources the business may have. They will not be required to make adjustments that are not reasonable because they are unaffordable or impractical.
How to minimize and control skin exposure to wax products

If you follow these simple yet highly effective guidelines for professional product handling, you will create a very safe working environment for anyone who encounters these salon professional substances/products. The guidelines will significantly help minimize the exposure of salon product or overexposure which can cause unwanted irritations or allergic reactions to both the client and salon professional wax technician.

Product overexposure and what is it?
When the signs of skin irritation, redness or other skin irritation are caused, it could be the result of overexposure to certain ingredients which have come into contact with the skin, known as overexposure. The causes of overexposure are most likely caused by an amount of time or overuse of the ingredients touching the skin. Salon Professional products especially the wax products are meant to be used in accordance with the manufacturers instructions to help avoid skin overexposure.

Professional wax technicians should understand and directly follow the guidelines outlined in this article to avoid the unnecessary exposure of the product, overexposure to the skin to both the client and professional wax technician when performing a lash service.

Some wax products can all potentially cause serious irritation to the client and technician. You need to record everything you use on a client so in the case of irritation you can start eliminating or changing the products you are using.

**NEVER use a wax solvent that is meant for cleaning your benches and equipment on the client’s skin**, this is the fastest way to cause irritation as it is not meant to come into contact with skin either on the client or technician. Technicians just take care to wear adequate protective gloves and clothing when using wax solvents to clean equipment.

Wearing suitable salon/protective gloves can protect the skin. Disposable nitrile gloves are most preferred for a salon professional environment as the latex or vinyl gloves are extremely permeable to many of the salon professional products or ingredients and should be avoided and not used in any salon professional service.

Anyone that is allergic or sensitive to Latex gloves should avoid them as they have a thin powder made from cornstarch and can cause further allergic reactions. The majority of professional salons choose to wear disposable gloves as a one-time use and need to be completely discarded at the end of the service.
**Common Allergic Skin Reactions**

Individuals who have become overexposed to types of ingredients found in wax products, can develop red, swollen, dry, itchy, cracked, peeling or even tiny water blisters on the individuals' skin. The products that cause these kinds of reactions are classified as potential “allergens” this is because the ingredients found in them can cause allergic reactions in some individuals, more likely the one who are sensitive especially to different fragrances, preservatives and many ingredients incorporated into the salon professional wax products.

A common allergic skin reaction to the product can have a result when such ingredients (allergens) come into direct contact with the skin’s own immune system and creates the symptoms on the skin as mentioned above.

On most occasions the allergic reaction is developed by prolonged exposure and repeated contact with an allergen.

Some people will be fine for years with wax treatments, then all of a sudden for no explainable reason develop an allergy to the one or all of the products. The same can happen to the technician, although this is very rare with wax products.

The latex glove as we now know can also cause skin allergies. Continuous and repeated use over months and even years can cause people who have previously been unaffected to develop an annoying and persistent rash on the wrists and hands. In this case sterilizing can be the most common causes and the proteins found to be in latex rubber gloves also play out as allergens.

**The Reason Skin Protection Is So Important**

We all know that washing our hands is one of the most important ways to avoid skin overexposure from happening. With every lash service the hands need to be thoroughly cleaned and especially when touching products that are not for skin application. Please see the correct way to wash your hands in Module three.

Correct hand washing is a great way to prevent prolonged skin overexposure. Debris such as tint or lift solution residue or glue which stay on the skin for prolong periods can increase the risk for developing allergies or skin irritations.

As soon as hands, arms and the wrists become contaminated with these products or residue like substances, they should be thoroughly cleaned and the area completely dried. Substances that splash and spill need to be quickly removed and all clothing should be changed to avoid the prolonged contact with the skin. Using a good lotion will help protect and restore lost oils from the area that has been overexposed to too much hand washing especially with drying cleansers used in the washing of hands or when hands are being washed many times a day.
Some Important Tips to Remember
- Thoroughly wash hands before and after each lash service, before and after eating and especially after handling products which may cause skin exposure to you or the client.
- Follow MSDS protocols regarding wearing disposable nitrile gloves or other gloves that are recommended.
- If there is damage to the gloves, throw away and replace straight away.
- Wear appropriate clothing to help prevent overexposure whilst using Salon professional products. Such as, long sleeve top, smock, knee length pants/skirt.
- Keep all containers containing salon professional substances closed tightly and in a safe location to avoid spillage or leaks which can cause over exposure if it comes into direct contact with the skin.
- Wear recommended MSDS safety equipment (gloves, protective eye wear) when transferring different products/substances.
- A dropper or funnel is to be used to prevent spillage or accidental skin contact whilst moving different products to and from different containers.
- Skin contact with disinfectants should always be avoided and should never be added to the water with client’s hands or feet.
- If there are noticeable signs of sensitivity or allergic reactions to a particular product on the skin, it must be immediately discontinued and if symptoms persist contact your local GP/Doctor.
- Manufacturer’s product instructions should be followed strictly, and you also stay up to date by reading and heeding warnings and precautions by the manufacturer.
- Thoroughly read and understand the MSDS for every product you use in your salon professional nail tech service.
CONTRA-INDICATIONS

Contra indications are conditions that will either prevent or restrict you doing a waxing service on all or certain parts of the body.

It is not only for the benefit of the client you are about to work on, to ensure you give them the best possible treatment you can, but also for the protection of yourself and any further clients to avoid cross contamination and spreading of infection.

**Things that will prevent you doing a waxing service include:**

- Contagious disease or virus such as a cold, flu or Covid to name a few
- Bacterial infection of the skin such as impetigo (school sores)
- Fungal infections of the skin such as ringworm
- Parasitic infection such as head lice or scabies

The reason being all of these are easily transferred from one person to another, or by coming into contact with anything that a contaminated person has touched, so you need to protect yourself and other clients.

**Other things that will prevent or restrict you doing a waxing service include:**

- Recent broken or fractured bones in the area you are working on
- Inflammation or infection
- High Blood Pressure
- High temperature or fever
- Any unusual or undiagnosed lumps or swelling
- Recent UV/Sun exposure

**Varicose Veins**

In most circumstances it is acceptable to wax over spider veins. The wax that is produced now is much softer and gentler on the skin than in the past. If someone is suffering from very bulbous varicose veins it would be best to check with a doctor before waxing.
**Diabetes**
Again this is not usually a problem because of the excellent quality of the wax these days. Some people however can have a reaction to waxing, and in the case of a diabetic if the skin is broken they usually cannot heal as quickly. For safety sake it is best to check with a doctor.

**Skin Disorders**
For obvious reasons you will need to be careful when waxing anyone with Eczema - Dermatitis - Psoriasis or any skin condition that looks abnormal. If you wax over a problem skin you are in danger of making the condition worse. You are also at risk of contaminating your wax and spreading the condition to other people or yourself. There is a section in this training manual on skin disorders to be wary of. There are photos and descriptions, so please make sure you read through this section so you know what you are looking for. To be on the safe side, only wax normal, healthy looking skin.

**Folliculitis**
Folliculitis is an inflammation of the hair follicle. It is a common skin disorder which can occur at any age. Skin around the hair follicle erupts, causing red or pus bumps. Any part of the body can be affected except the palms and soles of feet. It is usually caused by shaving, however it can be caused by incorrect waxing procedures. Some people have overly sensitive skin and will get a mild case even with correct waxing procedures. If the condition is very bad it will need to be treated with antibiotics. If it is in a moist area such as armpits or groin, keep the area dry with powder. On other areas if condition persists, treat with antibacterial solution until clear. There is a photo and further description on this condition in the Diseases and Disorders section of your training manual.

**Open cuts or heavy bruising**
Open or recent cuts should be waxed around to avoid removing the scab and contaminating the wax with blood. Recent bruising should also be avoided because the skin is extremely sensitive.

**Moles or warts**
Moles, warts and even skin tags should be waxed around as there is a danger of the wax pulling them from the skin and making them bleed.

**Hypersensitive skins**
Again because of the high quality of the wax now most people do not have any sort of sensitivity to waxing. If someone is super sensitive a test patch is recommended. Do not confuse the normal red dots everyone gets after waxing with a bad reaction. If someone is sensitive to the wax, they will develop a rash that will take days to go away and sometimes even need to be treated by a doctor.
Post-Surgical Scarring
As post-surgical scarring is very deep it can take a long time to fully heal. Do not wax over areas of scarring less than six months old, and then only if the scar has lost all colour. If it reopens periodically or is still quite red, do not wax until completely healed. This is especially important in the case of a C-Section scar.

Pregnancy
While there is no medical evidence to suggest that waxing can harm an unborn child, it is best to err on the side of caution during the first trimester. This can be difficult as a lot of people will be unaware that they are actually pregnant. You can wax right up until late in the pregnancy with discretion, you will just have to position your client quite differently than you normally would position someone when waxing.

Medication
It is important that your client is not on any skin thinning or photosensitizing medications. These can cause extreme sensitivity and even lifting of the skin. It is best that waxing is not performed at all on clients under these circumstances, however as everyone can react differently to medication, waxing can sometimes be done after proper patch testing is completed. The main medication to watch for is anything that is treating acne, normally with Accutane in it, but be wary of any acne medication and also anti aging ingredients such as Retin A.

Sprains, fractures or recent scar tissue, insect bites, stings or bruises
In all of the above cases the skin is going to be extremely sensitive

Burns
If the skin has been burnt, you can wax around the scab but do not wax over or too close to it.

Allergies
It is important to know if your client has allergies to any ingredients that may be in your wax or pre and post waxing solutions.

Recent Skin Treatments
Patch testing is required for anyone using skin bleach, chemical depilatories, benzoyl peroxide in any form, Alpha Hydroxy Acids including glycolid and lactic, topical antibiotics, retinol, salicylic acid or any other heavy exfoliant such as laser resurfacing, microdermabrasion or chemical peel in the area they are having waxed.

Injectables
(Botox/fillers) Do not wax over an area that has been injected with fillers for at least one week. Most injectables take at least a week to settle and although it is unlikely, any pressure on the area in that time sometimes move the product out of position.
Sun Exposure
This is very important. You cannot wax skin that has been exposed to sun or solariums for at least 48 hours (or until skin has settled if longer). The skin is extremely sensitive after UV exposure and not only will it hurt more to wax, you are in danger of ripping the top layers of skin away leaving the area extremely painful and open to infection. Even the smallest amount of UV exposure on some people will sensitize the skin.

If your client is sunburnt, then you need to wait at least 3 weeks or you will rip the skin right off the area.

Self Tanning Products
Although this is not a contra-indication, it is worth mentioning to your client that the waxing will have an exfoliating effect on the skin and will either remove the tanning product altogether, or leave the tan patchy. For anyone who is going to self tan or spray tan, it is best that they are waxed at least 48 hours prior. This will give the skin a good exfoliation and base for the tan, but also give the follicles a chance to close properly. Never use tanning products immediately after waxing as it is likely to get into the follicles and stain them leaving little brown spots all over the area.

SOME CONSIDERATIONS FOR POST WAXING

Sun Exposure
As important as not waxing when someone has had UV exposure, it is also important that they do not have UV exposure for at least 48 hours after waxing. The skin has been well exfoliated and will be extra sensitive within this time.

Deodorant and Perfume
It is important that your client not use deodorant for 48 hours after having their underarms waxed. Certain chemicals could cause irritation, but even if that is not the case it will sting until the hair follicle has closed properly. Perfume is also an irritant to open pores so best not to be used for 24-48 hours in the area that has been waxed.

Allergies

Allergies to ingredients in your products should be covered in the initial client consultation. You will need to have good knowledge of what ingredients are in your products and can add a list to the bottom of the Medical Form for them to check. Always have a backup product.

Swimming

It is advisable that you do not go pool swimming for at least 24 hours after waxing. You need to give you follicles a chance to close to avoid chlorine burns or worse infection if the water is contaminated.
Skin Disorders

Even the most perfect looking skin will show up imperfections under magnification. It is important that you understand and recognise skin disorders before you begin a waxing treatment. In some instances it may be necessary for you to refer your client to their own physician or dermatologist for assessment and treatment before you begin with them. Do not try and diagnose anything past the most minor skin complaints, most of which can be treated and cured with salon and home treatment. Please study this section carefully before proceeding with the practical side of this course. Do not be put off by these photos. They are very graphic and extreme cases which you would not come across very often. Below are some dermatological terms used to describe certain skin disorders.

Erythema - a redenning in the appearance of the skin. Would not wax.

Dermatitis - is a skin disorder similar to erythema however it can result in papules and vesicules. It can affect any sex at any age and is usually due to outside irritation from detergents, cosmetics, clothing, plants or even drugs. Would not wax.
**Rosacea** - rosacea is a condition which usually affects a more mature skin. It is a redenning of the skin usually down the centre of the face and/or around the nose, mouth and chin which can become quite lumpy and create small watery pustules. It is usually aggravated by certain foods, usually spicy, change in temperature or sometimes stress. This is usually a long standing condition and is very hard to treat successfully. (Refer to dermatologist). Would not wax.

![Image of Rosacea](image1)

**Folliculitis** - folliculitis is the appearance of small white headed pimples around hair follicles. Usually superficial but can be itchy and sometimes painful. Folliculitis usually clears up by itself and usually a light antibacterial solution will fix it, but some chronic cases may need medical attention. Would not wax.

![Image of Folliculitis](image2)
Eczema - similar in appearance to dermatitis however its cause is largely unknown. Would wax around the affected area.
Different types of eczema are:
Atopic (can be related to asthma, hay fever or hereditary)
Infantile
Childhood
Adult

Milia - (Whiteheads) occur when sebum is trapped in a blind duct with no surface opening. Milia usually form around the outer and under eye area and between the brows, but can also be found on the cheeks and chin areas. To remove most milia need to be pierced with a sterile lancet and gently eased out. Can wax over them. Exfoliation from the waxing sometimes helps to get them out.
Comedone (Blackhead open) - caused by sebum trapped in the pores. The keratin oxidises and the surface turns black. If left untreated will usually result in pustules leading to acne. Not normally in an area you would wax.

Comedone (Blackhead closed) - as with comedone (open) sebum is trapped in the pores but enclosed by skin. Not normally in an area you would wax.

Acne - This is probably the most common skin complaint especially in teenagers and young adults. It can be present on the face, neck, chest and back and affects both sexes. It usually starts with both open and closed comedones which develop into pustules. In severe cases medical attention is often required. Would not wax.
**Acne Pustular** (Severe) - Condition has gone past comedone stage and area is full of both dry and wet pustules. Medical treatment will usually be required to balance skin. Would not wax.

**Boil** - an infected gland or hair follicle, usually caused by staphylococcal infection. Usually requires medical attention. Would not wax, but can wax around area.

**Psoriasis** - can affect all parts of the body, including face and scalp but more commonly seen on limbs. Starts as red looking pin pricks and develops into dry flaky skin which can be both painful and itchy. The cause of psoriasis is not known however it does appear to be a recurring complaint which at best can usually be kept under control with treatment. Do not wax affected area.
**Ringworm** - is a fungal infection and contagious. Do not treat but refer client to physician. Do not wax. Highly contagious.

![Ringworm Image](image)

**Vitiligo** - is the loss of melanin in either small or large areas of the skin, which in turn causes areas of milky white appearance in the skin. The basal cells no longer produce melanin and the area should be well protected from UV exposure. Can be waxed, but you will usually find very little hair growth in this area.

![Vitiligo Image](image)
**Cloasma** - Due to an increase of melanin in certain areas, skin becomes very brown and pigmented. Usually around eyes and side of face, sometimes referred to as a pregnancy mask but also related to ageing. Can be waxed.

For further reference to skin disorders and diseases I suggest using the internet - Hardin MD and Hardin Library for Health Sciences are excellent sites for more information and photographs.
MODULE THREE

CLIENT RECORD KEEPING

One of the most important parts of any beauty service is the client consultation and this should always be done for any new client before any service is commenced.

Keeping accurate client records is extremely important for several reasons. Your local Health Department will require you to keep records on every client who is treated in your salon, they will need their name, address, phone number and date of birth and exactly what service you have provided. These records are crucial in the unlikely event that there may be an outbreak of some kind.

You will need to keep a record of exactly what you have done on each visit so that if there are any problems or reactions, you know exactly what products you used the last time and can start an elimination process to see what may have gone wrong.

Your client base is your best form of repeat business. Having as much information on them as possible allows you to effectively market to people who are already coming through your door. As well as the name, address, phone number and date of birth, emails are a great way to market to your clients.

Your client record card is also an excellent place to jot down any personal information on your client that you would like to remember for the next visit, i.e. special birthday, illness in the family, holiday, etc. You can check the card before the next visit and bring it up in conversation. Your client will be extremely impressed at what you remember about them and it adds a very personal touch to your service.

Do not underestimate the importance of client consultation and record keeping. Although it is very unusual for anything so bad to happen that it may end up in legal proceedings, in the unlikely event that something should go wrong, you will need every little bit of information and evidence you can get your hands on or your insurance may not cover you.

I cannot stress how important good records are for the safety of both you and your clients, especially in the case of an allergic reaction to something, you need to be able to advise the doctor what you have used and what ingredients are in those particular products. It might not only save you a hefty legal bill, but potentially save someone’s life.

I hope this has scared you enough to KEEP EXTENSIVE, ACCURATE RECORDS.

You need to do a full verbal and written consultation for every new person that comes into your salon. On the next page is a simple form covering most things you will need for a basic service, as well as a medical form. You can customize it and add more specific information as required.
CLIENT CONSULTATION FORM

Date:__________________________________________________________________________

Name:_____________________________________________________________________________

Address:___________________________________________________________________________

Phone: (w) ___________________________ (h) __________________________

(mobile) ___________________________ (Email)____________________________________

Date of Birth: ____________________________________________

Medical Details:

Health Condition: (such as diabetes, epilepsy, blood pressure, pacemaker, haemophilia etc)
____________________________________________________________________________

Current Medication (especially blood thinners or photosensitizing)
____________________________________________________________________________

Have you recently or currently been suffering from any cold, flu or other virus symptoms.
____________________________________________________________________________

Allergies or Allergic reactions:
____________________________________________________________________________

Recent surgery, recent injections for varicose veins?
____________________________________________________________________________

Do you have arthritis or recent fractures?
____________________________________________________________________________

Have you had any recent skin infections such as fungal, bacterial or parasitic?
____________________________________________________________________________

Have you had recent sun exposure?
____________________________________________________________________________

Sign __________________________________ Date ________________________________
MEDICAL CONSULTATION FORM FACIAL

Please tick if you have any of the following:

☐ Contagious Disease such as cold, cold sore, flu, Covid, HIV, Hepatitis A or B, herpes.

☐ Bacterial Infection such as conjunctivitis, stye, boil, impetigo (school sores)

☐ Fungal Infection such as blepharitis, ringworm, Candida (yeast infection)

☐ Parasitic Infection such as head lice or scabies

☐ Any unusual or undiagnosed lumps or swelling

☐ Recent broken bones or fractures on your hands or feet

☐ Haemophilia

☐ Unstable Blood Pressure

☐ Heart Condition

☐ Recent neck or head injury

☐ Fever

☐ Recent surgery or scarring in the area to be waxed

☐ Open cuts or sores in the area to be waxed

☐ Diabetes

☐ Skin sensitizing medication or topical treatment in the area to be waxed

☐ Sun Burn or UV exposure

__________________________________________  Date __________________________

Sign

__________________________________________
Below is an example of a client record card. These cards are readily available in blank form at any newsagency or office supply shop. It is quite simple to pre-print them on any home computer. Don't worry if you do not have the facilities to pre-print them, you can just write in the relevant information.

You can also keep your records on a computer program. There are many good salon record keeping programs around. It is very important that you keep accurate client records. You need to collect the name, address, phone number and date of birth of each client. Email addresses are also handy and a good way to send out information on specials without any expense.

In the lined area you need to fill in the date and type of service you have performed. It is also a good idea to record any problems or existing conditions in this area and have the client sign the card so that it does not come back on you. It is a good way to track the frequency of each client's visit and identify those who are no longer coming for any reason.

Your local council health department will also require you to keep an accurate record in case of any outbreak, and will want to see the record cards when they come to inspect your salon.

<table>
<thead>
<tr>
<th>Name: Mary Jones</th>
<th>Ph: 9123 4567</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: 1 Smith Street, Melbourne 3000</td>
<td>DOB: 7-8-1999</td>
</tr>
<tr>
<td>Email: mary <a href="mailto:j@hotmail.com">j@hotmail.com</a></td>
<td></td>
</tr>
<tr>
<td>24-04-2020 Half Leg and XXX bikini wax. Strip wax on legs. Hot wax on bikini with strip wax to clean up strays plus plucking</td>
<td></td>
</tr>
<tr>
<td>Has large mole on left side of bikini that was not waxed over, waxed and plucked around, did not want top of bikini line done</td>
<td></td>
</tr>
</tbody>
</table>
PRE AND POST WAX TREATMENT
There are many brands or pre wax treatments available. Most brands of wax will have their own pre and post wax treatment, however you can normally mix and match brands without any problems.

A few hints to help you get a better result with your waxing services.

Make sure your client knows NOT to apply any lotions or creams on the day of the treatment as this will stop the wax sticking to the skin and hair. Even the best of pre wax lotions will not be able to remove it all sufficiently.

Ask the client to wait until her hair is at least half cm so the wax can do its job. If it is too short the hair will not come out.

For clients who suffer from ingrown hairs, especially the ones that grow just under the skin they need to exfoliate very well the day before the waxing. NOT the day of the waxing as it may make the skin to sensitive. 24-48 hours prior to waxing is perfect, it skin will shed allowing the ingrown to rise above the surface.

Suggest your client wear loose comfortable clothing as it is very hard to get tight jeans or even workout pants back on after a wax.

PRE WAX TREATMENT

Pre wax lotion is designed to cleanse, disinfect and prepare the skin before waxing, this will ensure the oil in the skin and other elements such as makeup or creams don’t interfere with the working of the wax.

To start with if the area you are waxing is normal (not extremely dry or sweaty) you will find that you will get a much better result by just waxing on clean normal skin, however most health departments now insist on the use of pre-wax solutions or alcohol to prepare the skin before waxing, so I suggest you get into the habit of using it right from the start.

If the area you are waxing is extremely dry, a good quality pre wax prep/skin conditioner will help with the waxing. These are generally in liquid form, rubbed or sprayed onto the area, allowed to dry and then waxed as normal. It is very important that you wait until they are completely dry before you start or the wax will not stick to the skin and hair.

If the area you are waxing is extremely sweaty it is advisable to clean it before you apply your pre-wax solution. If there is still a problem after cleansing and using your solution, you can lightly dust it with some talcum powder (unscented or baby powder) which will soak up the sweat and then wax as normal. Do not over do it with the powder, just the lightest of cover is all you need. If you use too much powder the wax will not stick to the skin and hair.
POST WAX TREATMENT

This product has several functions. It will help remove the waxy residue and will have soothing properties which will help to avoid infection or reaction.

Most post wax creams come with some percentage of tea tree or cooling agent which will help to keep the area sterile while the hair follicle is closing.

It is a good idea if you can have retail stock of what you are using for your client to purchase to use at home for the next couple of days post waxing

Some clients (especially males the first couple of times) will get quite a serious reaction after waxing (folliculitis or follicle shock). Their hair follicles will become quite enlarged and red and sometimes turn into pustules. If this is the case, rather than applying cream immediately after waxing, cool the area down with a clean damp towel with a sterilizing or antibacterial solution on it, advise the client to go home and have a salt bath and make sure they have some after wax cream or lotion to apply to the area after the bath.

If your client is prone to this kind of reaction it will happen for the first few times they are waxed, maybe even 6-8 times but should get a bit better every time they are waxed, as the hair softens and thins out a little.

You are now ready to move on to the practical side of the course. Once you have your products and equipment, your work area set up and models lined up, go to the video in module 5 and start learning how the wax works and how to apply and remove it.

Watch video in Module 3

INGROWN HAIRS

Most clients will suffer from some form of ingrown hair, even if very slight. These are usually quite easily removed with tweezers or a lancet or will eventually break through the skin and come out by themselves if left alone.

Most ingrown hairs are caused by lack of exfoliation to the area. Without regular exfoliation the dead skin cells on the surface of the skin will clog up the hair follicles.

Some clients will suffer more ingrown hairs which might also become quite infected and end up forming a cyst like lump.

If you can see hairs under the skin after you have waxed it is a good idea to spend some time either tweezing or lancing them out. Usually these hairs are only just below the surface so you can easily pull them out with the tweezers. If they are a bit deeper, a sterile lancet will hook them up very easily and then you can tweezer them out.
If the ingrown hair is in the form of an infected hair follicle or pustule, you will need to lance it, wrap your fingers in tissue and gently squeeze the puss from the follicle. You will generally find that the hair will come out at the same time.

Suggest your client buys a loofa and exfoliates with it EVERY OTHER DAY. This should be replaced at least every 10-14 days to keep it effective.

Moisturising is also important, to keep the skin soft so that the hair can break through easily.

If your client is still suffering from a lot of ingrown hairs you may need to recommend an ingrown hair lotion or cream. These are all much the same. Again the best time to apply them is immediately after waxing and then for the next three to four days while the hair follicle is empty. It may take 2 to 3 weeks for them to see results but these creams are very effective at drawing out the hair and re-conditioning the skin. It will also help to get rid of any old marks and scars from ingrown hairs.

**Hair Removal Methods**

There are many forms of so called permanent hair removal coming onto the market. At this stage ALL of them are progressively permanent or still only semi-permanent, and require several treatments before they are effective.

Electrolysis, IPL and various forms of laser will reduce and in some instances kill the hair, but are still quite expensive and in a lot of cases quite painful. Nothing on the market at this point in time is instantly permanent. You will need ongoing treatment.

Threading is a form of hair removal originating largely in Arabic countries, but becoming very popular for face and brow hair removal worldwide. A thin thread is put around the hands and twisted in the middle. The hands then open and close it similar to a scissors action. The thread grabs the hair and pulls it out root and all. It can be used to get one hair at a time or a larger section. This sounds like a very tedious procedure but someone who is efficient and competent with it can remove hair as well and almost as quickly as wax. It is also very gentle on the skin and a little more comfortable than waxing as long as the technician is good at their craft. If the technician is not skilled they can pull and tear the skin making it a very uncomfortable procedure.

Sugaring is another age old method of hair removal, dating back centuries. It is starting to make a comeback. It is performed quite differently to waxing in that it is massaged onto the skin in the opposite direction to the hair growth, and then flicked off in the same direction as the hair growth, the total opposite to waxing. It has many of the same advantages as waxing, and one small ball of sugar paste can be used for the whole body.


**Advantages of wax**

Hair grows back softer and finer, no more shaving stubble.

Takes longer to grow back than shaving or depilatory cream (3-6 weeks) depending on the hair growth.

Most people experience permanent substantial thinning of the hair on most parts of the body.

Larger areas may be waxed quickly compared to other methods.

Lower cost compared to any form of progressively permanent hair removal.

**Disadvantages of waxing**

Some discomfort to clients with a low threshold for pain. Momentary smarting does occur. This will usually be worse if pre menstrual.

Waxing is not permanent, must be repeated at regular intervals.

May cause occasional ingrown hairs.

(More frequent waxing to remove dead skin cells to that hairs can grow through may help in very bad cases of ingrown hairs.

Manual removal of multiple ingrown hairs will improve the look of the area.

There are also many very good ingrown hair creams and lotions available on the market.

Daily use of a loofer and moisturisers will also help prevent ingrown hair. If ingrown hairs become infected refer client to a physician.
HAIR GROWTH DIRECTION

When learning hair removal of any kind, the terms “in the direction of the hair growth” and against the direction of the hair growth” will be mentioned frequently.

**Particularly with waxing it is normal for the wax to be applied IN the direction of the hair growth and removed AGAINST the direction of the hair growth.**

To determine the direction of the hair growth you need to inspect the area being treated. The direction of the hair growth is the direction the hair “falls” once it comes out of the follicle. Hair follicles will not be straight up in the skin, they are always on a slight angle. As the hair grows up and out of the follicle it is naturally going to fall in the direction the follicle is leaning. This is the direction of the hair growth.

Hair direction can vary quite a bit from body part to body part, in fact it is very rare that all the hair in one area will be going in exactly the same direction.

For instance you will find the underarm area may have the hair going in two or three different directions. If this is the case you will not be able to just apply one large patch and remove all the hair. You will need to apply a few patches as per the direction of the hair growth, and then remove them against the hair growth. This is the same all over the body.

Not everyone’s hair growth is the same. For example you will have one male with thick hair all over his back but it will be quite straight and generally large patches going in the one direction which makes it very easy to wax.

*Watch video in Module 3*
TYPES OF WAX

Cold Wax Probably the easiest home system to use. This wax is very similar to warm wax, but no pre-heating required. It is usually not as effective as warm or hot wax as it does not open the hair follicle. Handy to take on holidays and a good back up in emergencies. This may also be a good alternative for those clients with hypersensitive skin. Cold wax is however very thick and difficult to work with.

Warm Wax

(Also called 'Strip Wax'). Whilst this wax can be used on all areas of the body, it is mainly used for larger areas, legs, arms, stomach, back. Once applied, a calico or non-woven paper strip is applied and large areas of hair can be removed in one go. More detailed instruction in Module Five of this Manual and Module Five in the videos.

Hot Wax

(Also called 'Block Wax', Hard Wax' and Beaded Wax'). Again although this wax can be used on all parts of the body it is usually only used on smaller areas, face, underarms, bikini. It is a little more gentle than the strip wax so people usually find it more comfortable on these sensitive areas. It may also be a good alternative for someone with hypersensitive skin. More detailed instruction in Module Six of this Manual and Module Six in the videos.

Note :Depilatory Creams will not produce the same result as waxing as it simply melts the hair to just below skin level. A lot of people also find that they get a burning sensation on the skin and an after rash. The hair will grow back softer than if it had been shaved, however many people do not like the effect on their skin.

Watch video in Module 3
MODULE FOUR

PRODUCTS AND EQUIPMENT

Watch the video in module 4

Massage/Beauty Bed

It is important that you have a good solid beauty bed that does not sway when you are working and can easily hold the body weight of your largest clients. Fixed leg beds are always more solid and your client will feel very comfortable on them, but if you do not have the luxury of leaving your room set up, or you are doing mobile work you will need a good quality portable bed. Your bed needs to be height adjustable to avoid any strain on your body.

NEVER wax on a normal bed, the mattress will absorb the pressure and you are likely to cause injury to your client as well as yourself, plus if the wax gets on to the mattress you cannot get it out.
Wax Pots

Wax pots are thermostatically controlled and designed to be left on all day. You will need for strip wax and one for hot/hard wax, or you can get a double pot with two removable inserts. It is important that you strip your wax pot down regularly for thorough cleaning. Please see section in Module Four of this manual.
**Bedroll**

Disposable bedroll is the only bed cover most health departments will accept. You just rip or cut enough to cover the bed, then dispose of it after the client. It protects your bed from wax and is more comfortable for the client as her skin won’t stick to the bed.

You need to cover the WHOLE bed, even if just doing face waxing, then discard used bedroll into the appropriate bin and disinfect bed between clients.

Do not use towels, sheets or blankets, you cannot wash the wax out of them. Do not use butchers paper as it is very uncomfortable and sticks to the client.
Wax Strips

Wax strips come in a variety of fabrics and non woven paper. Calico, spunlace, non woven paper, all do the same thing it is just personal preference which one you use.

They come in a roll which you can tear or cut to size or pre cut packs.
Spatulas

The only accept practice world wide is single use wooden spatulas. You can NO LONGER use metal spatulas for professional waxing as it is unhygienic and can easily spread infection. Spatulas are to be dipped once into the wax, the wax spread onto the area and then the spatula to be thrown straight into the bin. Some people turn the spatula around if they have used it for hot wax, but this is still not acceptable with many health departments, you are better off just breaking them in half at the start. There are many different sizes for different face and body parts. The most common used are tongue depressors for large body parts, and icy pole sticks for face area, but there are also specific sizes for brow and lip as well.
Wax

Strip wax
This is the wax that would mostly be used on larger parts of the body but can be used on any part of the face and body. Normally comes in a plastic tub or tin. If using plastic tub never insert directly into wax pot, must be heated up and poured into the removable insert, never tip the wax straight into wax pot, it must have an insert.

Hot Wax
This wax is predominantly used on the more sensitive and smaller areas but can be used on any area of the face or body.
**Pre and Post wax Lotions**
Pre wax Lotion is used prior to waxing to clean and sanitise the skin to avoid cross contamination and prepare it for waxing. Post wax solution is to help remove any excess wax, cool and calm the skin and help close the pores to avoid infection.

**Tweezers**
Good quality tweezers to pluck out any remaining hair. You will need several pairs as they need to be disinfected between each client.

**Scissors**
You will need some small scissors to trim the hair in the bikini or under arm area if it is too long. We suggest you get the bull nose scissors as they have a round end and are much safer in those areas. They are also know as baby scissors that you can get in the baby section at most supermarkets.
Wax Cleaner
Wax solvent/cleaner is used to remove any dripping or excess wax from your pots, trolley, benches and floor.
**Please note:**
This is not to come into contact with skin, you **DO NOT** use it to remove excess wax from your client and you must wear good quality rubber gloves to protect your hands, and face mask when using this product. Keep windows and doors open for ventilation.

Consumables – Paper Towel and cotton wool
Paper towel is used to clean up with the wax cleaner and also used to tuck into underwear to protect it from wax. Cotton wool of soft tissues can be used to spread talcum powder if you need to use it.
ROOM SET UP

You truly need only the smallest of areas to set up for these services if you plan well and have a place for everything.

Things that will be required by your local council health department will be:

The construction of the premises should meet with local council requirements. If working in a room that is part of your house, this should be no issue, but if it is a bungalow or garage that you are converting they will need to check it is a solid structure and they will also check for things like easy and safe access to the area, so no uneven paths or hazards.

The finish on all surfaces within your work area must be made of materials that are easily cleaned.

The floor should be non slip, tiles or vinyl only – NO CARPET, and should be even and easy to clean. The area between the floor and wall should be sealed.

Adequate lighting and good ventilation.

A hand basin with hot and cold running water. This is for you and your client to wash your hands and they prefer it is in the work area.

A separate sink that has hot and cold running water for cleaning of equipment. This does not have to be in your work area but they will want to inspect it. You will need clearly marked areas for clean and dirty equipment.

Liquid soap and hand sanitiser, preferably in a non touch, automatic container which you can get from sites like eBay for about $20.

Paper towel or automatic hand dryer for drying hands.

Non touch bin, can be foot peddle or automatic.

Storage cupboard for your products where they cannot be reached by children.

The premises must be kept in a clean and hygienic condition at all times.

Treatment areas such as benches must be cleaned between each client.

Wax pots should be wiped over after each treatment and free of dripping wax down the sides.
ROOM SET UP (Cont’d)

While the area needs to be clean and sterile you can also make it professional and inviting by adding things like plants, soft prints on the walls, soft easy listening music, candles and any other personal touches you like as long as everything can be cleaned and it is not cluttered and causing a walkway hazard.

Some ideas for wax room set ups:
PREPARING YOUR WORK AREA

Your client is going to be with you for some time so you need to ensure they are comfortable. As they will be partially undressed, you will need a well heated or cooled room. Relaxing music will also help, even burning some essential oils but nothing to strong. If you make your workplace inviting and your clients comfortable they will look forward to their appointment.

You are working very closely with your clients so personal hygiene needs to be utmost. Your work area needs to be clean, sterile, neat and organised with everything at your fingertips. Make sure you have everything well topped up before your client arrives, so you are not having to leave the room half way through the service. Check you have plenty of spatulas, wax strips, pre and post lotion and your wax pots are topped up. Your trolley should be close to where you are working but the cords tucked away where you cannot trip on them. Your bed should have been cleaned and disinfected from the last client and sufficient clean disposable bed roll covering the whole top of the bed. Do not use towels, you will not be able to get any spilled wax out of them. You will need a bin close at hand.

You will normally need a sink in the room with hot and cold running water, but some health departments will accept one outside the room in close proximity. Your flooring must be tiled, sealed wood or vinyl. You cannot have carpet in the room you are doing your waxing services. Arrange your trolley so you have everything at your fingertips.

To set up your wax pots, remove them from the box. Depending on the pots you are using, you may need to attach a top and bottom collar. Plug the pot in and make sure you turn the switch on at the wall. Turn the switch on the pot on and adjust the temperature. You may need to play around with the temperature a little to get the consistency of the wax correct, please see videos in module 5 and 6 for wax consistency. Once you get the consistency how you want it just turn the pot off and on at the wall. The only time you may need to adjust the temperature is if the temperature in your work area changes significantly.

Your pots are designed to be left on all day, they are thermostat controlled and will just keep the wax at the temperature you have set. If you need to heat the wax up in a hurry, turn the temperature control all the way up until it starts to melt, but don’t forget to turn it back down to the desired temperature before you start working on your clients. I suggest you set an alarm for this. If you forget to turn it back down before your client arrives, you will not be able to use the wax on them, it will be too hot and burn them, and it takes a long time to cool down to a workable temperature.

So in a normal day in the salon, the wax pot would be the first thing to be turned on and the last thing to be turned off.

Watch video in module 4
FILLING AND TOPPING UP YOUR WAX POT

To fill your pot with strip wax, you will need to heat the wax up to remove it from the container.

If it is a plastic container, this can usually be done in a microwave or standing for a minute or two in some boiling water. Always read the manufacturers directions. Never insert the plastic pot into the wax heater, it will melt.

If it is a metal pot, it may just slide straight into the wax pot itself, otherwise you will need to sit it in some boiling water for a minute or two. NEVER put a tin in the microwave.

For hot wax, most of them now come in small blocks, beads or shapes so you just tip the required amount directly into the insert of the wax pot and set to temperature. If it is one large block you need to break the required amount off, normally hammer is the only way to do it.

You would normally fill your pot to about the 3/4 mark, never fill it to the top or you will end up with wax everywhere.

As you will be using the single dip method, all you need to do is top up when the wax is getting low. You do not need to throw any unused wax away as it will be sterile as long as you are not double dipping.

Watch video in module 4
MAINTENANCE AND CLEANING OF THE WAX POTS

If you look after your wax pots properly they will last years.

It is extremely important that you check your wax pot regularly for any loose wiring and switches. Never use a pot if the cord has pulled out and wires are showing, or if switches are faulty.

Constantly check the temperature of your wax to make sure the thermostat is working perfectly.

Your wax pots need to be stripped down and cleaned thoroughly from time to time. Apart from an unclean wax pot not looking good, it can encourage the growth of bacteria which may result in your client picking up an infection.

Normal cleaning should be done between each client to ensure you do not have wax dripping down the sides of the pots or sitting in the collar at the top. A quick wipe over between each client will keep it clean during the day and then a more thorough wipe over at the end of the day to make sure it is perfect and ready for the next day.

Depending on how much waxing you do you will need to completely empty the pot and strip it down (take out the insert) to clean it properly.

This may be once a month or once a quarter depending on the volume you are doing.

To do this, let you wax run down as low as possible. Heat it up slightly more than normal and tip it into a container for storage. Remove the insert from the pot and give it a thorough clean with wax cleaner. You also need to clean any wax that may have seeped into the wax pot itself as this can cause damage to the wiring.

**DO NOT TIP WAX CLEANER DIRECTLY INTO THE POT, IT WILL GET INTO THE WIRING AND DESTROY IT AND POSSIBLY CAUSE A FIRE.**

You need to put wax cleaner onto paper towel or an old cloth and wipe any wax out of the interior of the wax pot.

*Watch video in module 4*
MODULE FIVE

STRIP WAX CONSISTENCY & PRACTICING WITH THE WAX

Your strip wax needs to be of a consistency that it will spread thin but not burn the skin. You don’t want it so hot and thin that it runs off the spatula as you are taking it to the skin from the pot. You don’t want it to thick that it doesn’t spread thin and evenly over the area.

The correct strip wax consistency is like liquid honey. This will allow you to keep it on your spatula from the pot to the skin, spread thin and evenly and be comfortable for the client.

Several different sizes of wooden spatula can be used for this method of waxing.

The smallest being a cuticle stick which some people prefer to use for the eyebrow area.

The next size up is about half the width of an icy pole stick and a little longer usually called brow beaters, which can be used for eyebrow and lip.

Next size up is an icy pole stick which is used on the lip but can also be used on the eyebrow.

Next is a tongue depressor which is used for larger areas such as legs and arms and also bikini and underarms.

Then there is one slightly larger for legs and arms, but they are very expensive and as you can only dip them once it will end up eating into your profits.

All spatulas are single use, on dip only. Once the wax has been spread onto the skin, the spatula is to be disposed of and a new one used for the next dip.

NO DOUBLE DIPPING is allowed worldwide now and you are no longer allowed to use metal spatulas for commercial waxing.

Please see video in Module 5 on consistency of the wax and some exercises you can do to practice before working on your clients.
Strip Wax Application
As mentioned earlier on in this manual strip wax is ideal for larger areas of the body as it removes a lot of hairs over a large area at one time. We will however be showing you how to use strip wax on most areas of the body before moving on to hot wax procedures.

With any strip wax procedure the wax is to be applied IN THE DIRECTION of the hair growth and to be removed IN THE OPPOSITE DIRECTION of the hair growth.

Using the appropriate wooden spatula the wax is applied in the direction of the hair growth as thinly as possible over the area to be waxed. The spatula needs to be on a slight angle in the direction you will be applying. Do not spread butter. One stroke over the area pressing firmly on the spatula should give enough wax coverage to do the job. If you continue to apply wax over wax it will become difficult to remove and very uncomfortable for the client.

Before applying the wax strip to the skin, fold back a 2cm tab at one end for you to hold on to. The wax strip is then placed over the waxed area, held at the folded end and rubbed firmly onto the skin and into the wax to help embed the hair and wax.

The removal of the wax strip is probably the most important step. Stretching the skin in the opposite direction to which you will be pulling the strip, hold tightly the tab you have made at the end and pull SWIFTLY in the opposite direction of the hair growth. Be careful at this point that you do not pull up, but pull the wax strip back along itself (see video) as close to the area as possible. If you pull the strip up, you are in danger of drawing blood to the surface and bruising will occur. It is also very painful. Do not try to be gentle with waxing. The quicker and firmer you are the more comfortable the procedure will be.

Also try to get into a routine i.e. With whatever area of the body you are waxing, always try and take the same route, starting at the same point and moving along to the finish, the same way each time. If you stay with a routine and don't jump all over the place you are much less likely to miss an area.

With all modes of waxing one of the most crucial steps is the stretching of the skin. This will not only make the waxing more comfortable but decrease the incidence of bruising and pulling. The more you stretch also the more open the follicle becomes making it easier for the hair to slip out and not break off.

NO DOUBLE DIPPING is allowed worldwide now and you are no longer allowed to use metal spatulas for commercial waxing.

Watch videos in Modules 5 and 6 and begin your practical assessments
MODULE SIX

HOT WAX CONSISTENCY & PRACTICING WITH THE WAX

Your hot wax needs to be of a thicker consistency as it needs to be applied in patches that are around 4-5mm in thickness.

If it is too cold it will start to set before you get it to the skin and if it is too hot you will not be able to build a thick enough patch and may burn the client.

Your hot wax will melt from the outside of the pot leaving the middle quite firm. You need to stir the wax to get a good even consistency but it works well if you leave the middle firm and just take the wax from between the firm part and the edges of the pot, it will be just the right consistency to get you from the pot to the skin to make your patch.

When first putting the hot wax into the pot you will need to melt it all right through but not so hot it becomes thin. If you are using block or shaped wax it needs to all be melted through first. If you are using beaded wax you need to stir it until the beads are all melted, and then let it firm up a little in the middle again.

Every time you top your pot up you will need to do the same thing.

You will use a variety of wooden spatulas which are all covered in the section on consistency of the Strip Wax in the previous page.

All spatulas are single use, on dip only. Once the wax has been spread onto the skin, the spatula is to be disposed of and a new one used for the next dip.

NO DOUBLE DIPPING is allowed worldwide now and you are no longer allowed to use metal spatulas for commercial waxing.

Please see video in Module 7 on consistency of the wax and some exercises you can do to practice before working on your clients.
Hot Wax Application

Although hot wax can be used on all parts of the body it is more commonly only used on smaller areas such as the face, underarms and bikini.

With hot wax procedures the wax is normally applied IN THE DIRECTION of the hair growth and to be removed IN THE OPPOSITE DIRECTION of the hair growth, however some technicians apply in the opposite direct to the hair growth also, this is especially handy for shorter hair.

Hot wax is however an alternative to strip wax on hypersensitive skin. If you are going to be using hot wax on larger areas such as the legs, back or stomach, be aware that you will use a lot more wax and it will take a lot more time.

The video procedures with the hot wax will be concentrating mostly on the smaller more sensitive areas, however if you choose to use this on the larger areas of the body the technique is exactly the same, you can work through larger areas quicker by applying multiple longer patches at once, then removing them all.

Using the appropriate spatula scoop the hot wax out of the wax pot. Continue spinning the spatula in your hand while moving the wax to the body so as not to lose it.

If waxing lip and eyebrow you will only need a very small amount of wax and you will have to be very careful when placing it on the skin.

When waxing the underarm or bikini you will need to scoop a larger amount of wax. Place it on the area and spread it with the spatula. Again do not spread butter. Try and guide the wax with longer smooth strokes until it covers the area and is about 1/8" thick. Wait for it to set a little, you can test it by pressing down with your fingers. This will also help embed the hair further into the wax. If the wax is sticking to your fingers, it is not quite ready. It is also important that you do not leave it for too long before trying to remove it as will become brittle and break.

When the wax is set but still slightly pliable and not sticky, support the area (stretching the skin in the opposite direction) flick up at edge to give grip and pull off in the opposite direction to the hair growth swiftly. Apply pressure to the area for 2-3 seconds to relieve any discomfort.

Apply soothing lotion.

*Please watch videos in Module 7 and start your practical assessments*
MODULE SEVEN

BROW WAX
Please refer to the information further on in this module for instructions on how to shape the brows.
The brows can be waxed with either hot or strip wax. Hot wax is the preferred method as it is gentler, but the hair and skin on Asian clients will often respond better to the strip wax and will give a cleaner result.
There are several ways you can do this, but apply to one area only and remove before moving to the next.
You can start by applying wax under one brow and removing it, then the next, then the middle. Or you might find if you start with the middle, it is easier to get the underneath of the brows even. If you are waxing the tops of the brows, remember not to over shape and flatten them, leave the natural curve at the top and just clean up the stragglers.

See video in module 8

LIP WAX
The lip can be waxed with either strip or hot wax.
You will use hot wax on most people as it is more gentle, but like the brows, hair and skin on Asian clients will respond better to the strip wax.
To wax the lip, apply the wax to one side extending it to the opposite side of the middle to make sure you remove the hairs in the middle. Stretch skin and remove and repeat on other side extending it again to the opposite side of the middle.
If there are any hairs remaining, check the skin and if need be you can go over the area one more time but not the middle as that has already been done twice. Make sure you cool the wax down so as not to burn the skin. Never go over the area more than twice.
If there are any hairs left, just use your tweezers and pluck them out.

See video in module 8

SIDES OF FACE
You can use either strip or hot wax to remove the hair from the sides of the face, this will depend on the skin and the hair you are removing.
Check where the hair map is and make sure you cover the whole area where hair is. Do not wax the area more than twice and if you do need to wax a second time, make sure you cool the wax down so as not to burn the skin.
Remove any stragglers with your tweezers.

See video in module 8
Brow Shaping

Correct brow shaping can make a huge difference to a person's face and eyes.

You can change the whole expression on someone's face by incorrectly shaping their eyebrows.

Everyone's eyebrows have a natural shape that it is best to follow. For example if someone has very straight eyebrows you will not be able to give them a very big arch. Their eyebrows just will not go that way and you have to explain this to them. If someone's eyebrows sit very low above their eyes, you are not going to be able to give them high sitting brows. You can only make the most of the natural shape they have.

Arch placement is very important when shaping brows as you can give a very unnatural look if you do not get the peak of the arch in the right spot.

SAD EYEBROWS
If you have the arch too far in you will give someone sad eyebrows, and this will make their whole face appear sad.

SHOCKED OR ANGRY EYEBROW
If you make an eyebrow too arched and too high in the middle you will get a shocked look about the face and sometimes even an angry look.
Brow Shaping (Cont’d)

The best place to have the peak of the arch is a little past the half way mark of the eyebrow. This will give a pleasant, natural, relaxed look to the face.

CORRECT ARCH PLACEMENT

The eyebrow itself should start from the inside of the eye in line with the outside of the nose. It should finish diagonally in line from nose to the outside of the eye. If your eyebrows start too far out it can make your eyes look very wide set. If they start too close together, the eyes will look slightly cross eyed. The eyebrow should end past the outside of the eye, in line diagonally with the outside corner of the eye and the bottom of the nose. See diagrams below.

DIAGONALLY IN LINE FROM NOSE TO OUTSIDE OF EYE
START IN LINE WITH THE OUTSIDE OF THE NOS

Not everyone wants a distinct arch in their eyebrows. Other shapes are round or sweeping. The highest point of each of these brows should still be a little past the halfway mark of the eyebrow.

NORMAL ARCH

ROUND EYEBROW

SWEEPING EYEBROW
Some people will like their brows to remain quite thick and some people will like theirs to be quite thin. If you make the brows too thin it will give quite a hard, unnatural appearance to the face. Try and follow the natural line of the brow and keep a nice contour. Starting a little thicker at the beginning and gradually thinning down to a much finer end. They should not be the same thickness all the way along and they should not be very thick at the start and then become suddenly very thin.

NOT CONTOURED CORRECTLY (Too thick in the middle and too thin on the outside)

TOO THICK

TOO THIN

Most people will be a little nervous about shaping eyebrows at the start. If you are doing this with wax, just do a small amount at a time. Unless you are very confident you should not try and get the brow shaped perfectly with one lot of wax. You are likely to take off far too much hair and leave your client with very thin or uneven brows. Just use enough wax to get rid of any obviously excess hair and use your tweezers to refine the shape to start with. Even when you become good at using the wax you will usually need to do some tweezing to perfect the brow.
MODULE EIGHT

BRAZILIAN WAXING

Intimate waxing such as Brazilian or XXX is an optional module in the course, you do not need to complete this if you are not intending to offer this service. You can still complete the course and get your Certificate with just normal bikini waxes.

As this is such a personal and delicate area, it is important that you take all steps possible to maintain the client’s dignity while offering a professional and safe service. You can use either strip or hot wax to do this area, but most salons will use hot wax to remove most of the hair and then clean up with the strip wax.

Make sure you stretch the skin well and check constantly that your client is comfortable and the wax is a comfortable temperature, especially if you need to go over an area a second time.

Gloves and single dip spatulas are always to be used but even more important when working on this area to avoid spread of bacteria and contamination of your wax. This is not as hard or as uncomfortable as you might think, once you have done a couple it is just like waxing any other part of the body.

I would suggest you give it a go, it is a very profitable service to offer.

*Please watch video in Module 8 if you are recording these on your Log Sheets, you just need to take a photo of the side or top of the area, the rest can be covered with a towel.*
MODULE NINE

Male Waxing

Your knowledge of hair growth direction is very important when waxing males as you will see their hair goes in more random direction than females, especially on the stomach, chest and back.

You will see in the videos, on the stomach and chest if you clean up the middle of the area first, it will give you a clean area to stretch the skin, but it will also prevent the outer hairs tangling up with the hairs down the middle section and causing skin pulls.

So for instance on the chest below, you can see the hair in the middle is predominantly going down, so I would do that area first.

Then the sides are mostly going in, I would do those next.

Towards the neck the hair is going up so that would need to be done separately as well.
This will be the pattern usually on the stomach and back on most males, so you just follow the same procedure for all areas.

If you find the hair is too long and tangling, you can trim it, but be very careful not to make it too short or you will have trouble getting it to come out. No shorter than a #4 on clippers if you are using them.

Be aware also that men are normally more sensitive to waxing than females, their hair is much stronger and harder to get out, you will need to really put effort into the removal of the patches and strips.

Many males will have a reaction on the sensitive areas the first few times they are waxed, called follicle shock. This will cause some people to break out in a pimple type rash. The best way to treat this is warm salt baths and an antiseptic solution (not cream). It usually gets better with regular waxing as the hair soften.

Watch the videos on male waxing –
Module 5
Arm
Stomach
Chest
Back

Module 6
Underarm
Full leg & bikini using hot and strip wax

Module 7
Brow
MODULE TEN

TROUBLE SHOOTING AND FAQs

How Hot should my wax be?

Both hot and strip wax need to be warmed to work. Hot wax normally works best at a temperature of around 55-65 degrees. Strip wax normally works best at a temperature of around 65-70 degrees. HOWEVER, you also need to have it at the best workable consistency. Strip wax should be quite runny so it can be spread quickly and very thin on the skin but not so warm it burns. Hot wax should be a much thicker consistency but no so thick it starts to set before you have it in place. Please check the videos in Modules Five and Six.

Why is my client’s hair breaking or not coming out?

Some areas of the body are problematic for hair breakage, especially the side of the thigh and lower leg. This is normally due to running on pants which weakens the hair in the middle so when you wax it snaps off. If the hair is not coming out it is usually because it is not long enough for the wax to do its job. It needs to be at least half cm to remove cleanly.

Why is my hot wax breaking when I try and remove it?

Normally this would be because you have applied it too thin. It needs to be 4-5mm in thickness over the whole patch.

Another reason is that you may be leaving it too long before removing and it has become brittle. You need to leave it long enough that it sets enough to remove, but not so long that it is hard and brittle.

Why is my hot wax not setting?

Normally it would be because you are working with it too hot. It could also be that your room is too warm and it is not having a change to cool down.

It may also be that the clients skin is very warm, especially if it is a warm day or she has just been exercising.

In all cases if you have a fan close by to turn on it will help it set a bit quicker.
What do I do if my hot wax sets and I can’t get it off the skin?

This means you have left it too long before trying to remove it. Simply put another patch of hot wax over the top to soften it and remove as normal.

How long will my wax last?

As long as you are covering it to avoid contamination from dust and insects it will last at least 12 months.

Should I trim long hair before waxing?

The ideal length for waxing is around 1 cm. If it is very long (more than 2-3 cm) you can clip it back carefully but be careful not to make it too short. You do not have to clip the hair back if it is long, but it will generally hurt a bit more and use more wax.

Why does the skin still feel sticky after strip wax?

The wax leaves a very fine film on the skin which normally comes off with a good after wax lotion or oil. If there is a lot left, it is most likely because you have applied it too thick in which case you need to keep mopping up with the strip until all but the fine film is left.

Another reason may be that you are not rubbing the strip firmly enough to bond the wax to it, or you may need to stretch the skin a little more to help it come off easier.

How can I get my strip wax to apply thinly?

The first thing you need to check is the consistency in the pot and temperature. If that is correct then it is most likely that you are spreading it too slowly. It needs to be one swift action as soon as the spatula touches the skin to spread. Also make sure your spatula is on the correct angle.

Why is the strip wax not coming off the skin?

Strip wax will stick to dry areas on the skin, such as knees, elbows, ankles etc. Apply smaller patches and remove immediately. If the wax comes off the strip and back onto the skin, then push the strip on it with firm pressure and pull up.
Can I re-use my wax?

It is now illegal worldwide to recycle wax. You must also use only single dip wooden spatulas so there is no risk of spreading infection.

What do I do if the skin is very red after waxing?

Some redness is to be expected and some people also get very dotty. Normally the after wax lotion will cool and soothe the area, but if it continues to be hot you can use some cold compresses on it for a few minute.