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your
best...

Level 1 Wax Training

siennaX





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INTRODUCTION TO WAXING

The aim of today's course is to teach you the correct procedures and methods of depilatory waxing, using Sienna X waxing products, to ensure you provide your clients with a professional treatment and an exceptional experience.

THE HISTORY OF WAXING

In ancient Egyptian and Roman societies, hair removal - including Brazilian Waxing - was part of a regular grooming routine. Removal of body hair was considered hygienic and necessitated by local customs for many centuries. Initially a solution to the hot climate, hair removal became a sign of wealth and status and also a religious ritual, portraying a 'pure' body before the image of the Gods.

Both men and women would depilate their entire body hair and adhered to the expectation that hair should be removed at least every 40 days. All these years later, we still recommend waxing every 4 to 5 weeks.

Men used a blade, razor or ointments (depilatory creams) but women were tougher, preferring to remove hair using a homemade sugar and lemon resin, which is now known as 'sugaring.'

Women would also use an early form of tweezing, which the Egyptians called 'volsella.' Today we know this as the increasingly popular treatment of threading.



BENEFITS OF DEPILATORY WAXING

Long lasting results

Unlike some methods that only remove hair from the skin's surface, such as shaving, waxing removes hair directly from the root. This means that over a period of time and with repeated sessions, the hair tends to grow back finer and more tapered. In some cases hair may eventually stop growing altogether (depending on the individual.)

Exfoliation

Waxing can remove the top layer of residual dead skin cells, indirectly leaving skin exfoliated.

Quick and affordable

Waxing is a quick and affordable treatment; most treatments are completed within 20 minutes and the cost is far cheaper than laser or electrolysis treatments.

No harsh chemicals

Waxing doesn't use any harsh chemicals or ingredients that might harm the skin.





OTHER TEMPORARY METHODS OF HAIR REMOVAL

Shaving

Although shaving is very popular and widely used, hair is only removed at the surface where hair is cut with a razor blade; this can also irritate the skin. Results do not last as long.

Tweezing

Individual hairs are plucked from the root, which means results are longer lasting, however this is really only a method used for the eyebrows as it would be very time consuming in other areas.

Sugaring

A sugar based paste is applied to the skin which grabs the hair and removes it from the root. Results are similar to waxing however it is not as commonly found in salons and can be a little messier.

Threading

Threading uses a cotton thread to remove individual hairs from the treatment area. This is most commonly used on the eyebrows.

Depilatory creams

These products are preparations that dissolve the hair at the skin's surface. Hair is not removed from the root meaning the results don't last as long, plus some creams can have an unpleasant chemical scent, as the ingredients need to be strong enough to dissolve hair.

Epilators

An epilator has a rotating machine component that catches hairs and pulls them out. This method can be quite painful and time consuming and if used incorrectly, hairs can break at the skin's surface, increasing the possibility of in-growing hairs.

PERMANENT METHODS OF HAIR REMOVAL

Electrolysis

Electrolysis is when a galvanic current is passed through the skin, causing a chemical reaction between salt and water found naturally in the hair follicle. This reaction causes the production of sodium hydroxide/lye within the follicle, which dissolves the cells of the dermal papillae, destroying hair growth.

Laser treatment

Laser is a very intensive treatment that destroys the hair follicle by passing a laser light over the area. Only highly qualified operators can perform the treatment as there is a risk of skin damage and potential scarring if not performed correctly. The treatment is effective, but very expensive and cannot guarantee success.

NOTE: Anyone who has had electrolysis or laser treatment must not receive a wax over the same area for at least 6 weeks following the treatment.

THE SKIN

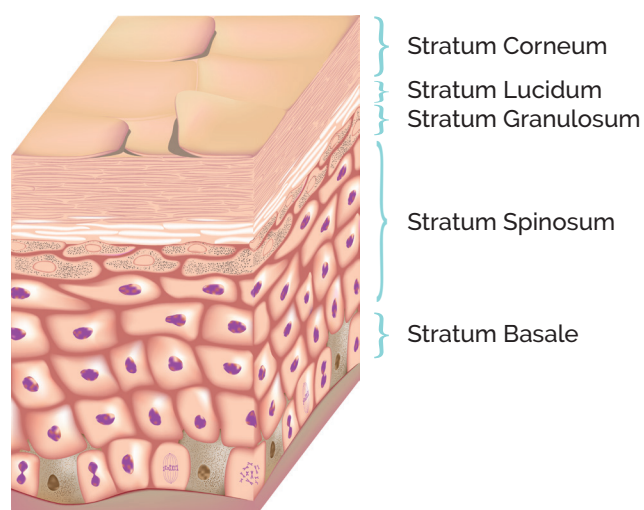
The skin is the largest organ of the body, with a total area of about 20 feet. The skin is made up of three layers:

THE EPIDERMIS

This is the outermost layer of skin that provides a waterproof barrier and creates our skin tone. The thickness of the epidermis varies in different areas of our body, for example it is thinnest on our eyelids and thickest on the soles of our feet.

The epidermis is actually made up of five separate layers:

- **Stratum Corneum**
This layer acts as a barrier to protect underlying tissue from infection and dehydration.
- **Stratum Lucidum**
This is a layer of dead skin cells which is visible when you look at your skin.
- **Stratum Granulosum**
This is where new cells are generated.
- **Stratum Spinosum**
This layer produces Keratin - a major structural component of the skin.
- **Stratum Basale**
This is the deepest layer where cells divide and form new ones. The skin's colour is also created in this layer by special cells called melanocytes which produce the pigment melanin.



THE DERMIS

This is the inner layer of skin and lies beneath the epidermis and is made up of two layers; the reticular and the papillary.

The dermis contains tough connective tissue, is 10-40 times thicker than the epidermis, contains cells that produce collagen and elastin fibres and is also where the hair follicles and sweat glands can be found.

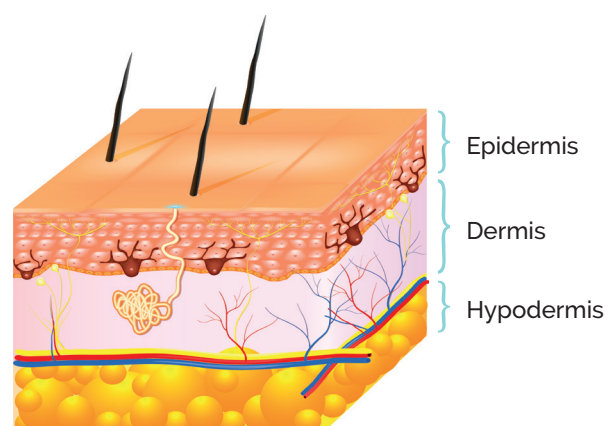
THE HYPODERMIS

This is deep subcutaneous tissue that is made up of fat and connective tissue. This layer's function is to provide insulation and padding for the body.

FUNCTIONS

The functions of the skin are known as **SHAPES**:

- S** - Sensation (sensory nerve endings that respond to touch, pressure, pain, heat and cold)
- H** - Heat (helping to regulate the body's internal temperature of 36.8 degrees)
- A** - Absorption (waterproof and prevents loss of body fluids)
- P** - Protection (protects underlying structures and prevents invasion of bacteria)
- E** - Excretion (the removal of toxins and waste, such as sweat)
- S** - Secretion (Sebum, the natural lubricant of the skin)





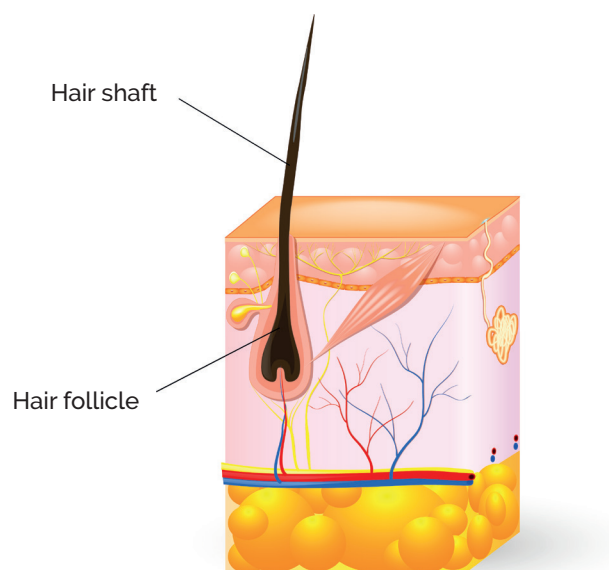
THE HAIR

Our body is covered in hair, with the exception of the palms of our hands and soles of our feet. Our hair has many important functions; it keeps our bodies warm and provides protection where needed. It also helps with the production of sebum (which is the skin's natural lubricant).

- Hair on the head protects the scalp and prevents heat loss
- Eyelashes filter out dirt and dust and help shade the eyes from excessive sunlight
- Eyebrows protect the eyes and cushion the brow bone
- Hair in the nose and ears line those areas to help trap dirt and prevent the invasion of bacteria
- Hair protects us from debris and foreign objects that could hurt or enter the body
- Hair regulates body temperature
- Hair collects sweat so it doesn't stay on the skin
- Hair controls the loss of fluids such as blood and water

Hair is composed of a strong protein called keratin. This is the same protein that makes up our nails and outer layer of the skin.

Every single hair is made up of two parts; the follicle and the shaft.

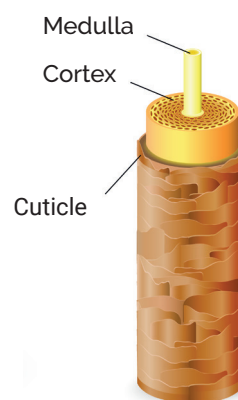


THE FOLLICLE

This is the point from which the hair grows. The growing part of the follicle is called the hair bulb and cells in the bulb grow faster here than anywhere else in the body.

Every single shaft of hair also has three distinct layers; the cuticle, cortex and medulla.

DIAGRAM OF A HAIR STRAND:



THE CUTICLE

This is the tough outermost part of the hair. It is formed from dead skin cells which overlap rather like tiles on a roof. The cuticle is responsible for the strength of the hair but it does not give the hair its colour as it contains no melanin.

THE CORTEX

The cortex is located between the cuticle and the medulla and is the thickest layer, as it is where the protein, keratin, is formed. This layer contains the hair's pigment, melanin, which gives your hair its colour.

THE MEDULLA

This is the middle core of the hair. However it is not always present and does not appear to have a function. It is more commonly found in thick, coarse hair only.

There are two types of hair growth found on the body:

VELLUS

This type of hair is present on most of the body except the palms of the hands, soles of the feet, lips, genitals and nipples.

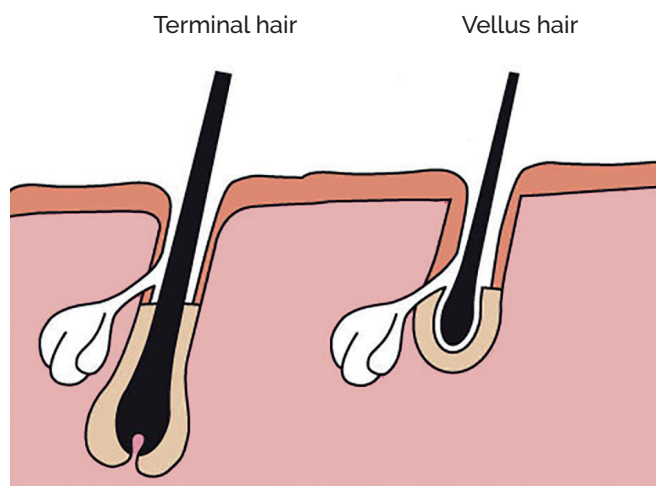
- No pigment/light coloured
- Short and fine
- Help thermal insulation (regulating body temperature)
- Extension of the sensory functions of the skin
- Latin language describes vellus hair as a 'fleece' or 'wool'
- Women are believed to have 55% more vellus hair than men
- Can turn to terminal hair if stimulated

TERMINAL

Terminal hairs are influenced by our hormones and therefore generally develop during puberty.

- Thick, dense hair
- Pigmented
- Deep follicles

There is one more type of hair called **LANUGO**, however this is only found on the body of a developing foetus in the womb. It is fine, soft and downy and is shed in the final trimester of pregnancy, being replaced with vellus and terminal hairs.





HAIR GROWTH CYCLE

Hair grows from the follicle, which is 'fed' by blood vessels at its base, which gives hair the nourishment it needs to grow.

Between starting to grow and falling out, each hair passes through three stages of growth which are known as Anagen, Catagen and Telogen (**ACT**).

PHASE 1 - ANAGEN

(The active growing phase)

This phase is the actively growing phase. During this phase the hair cells multiply quickly so the hair shaft grows in diameter and the hair reaches its maximum length.

PHASE 2 - CATAGEN

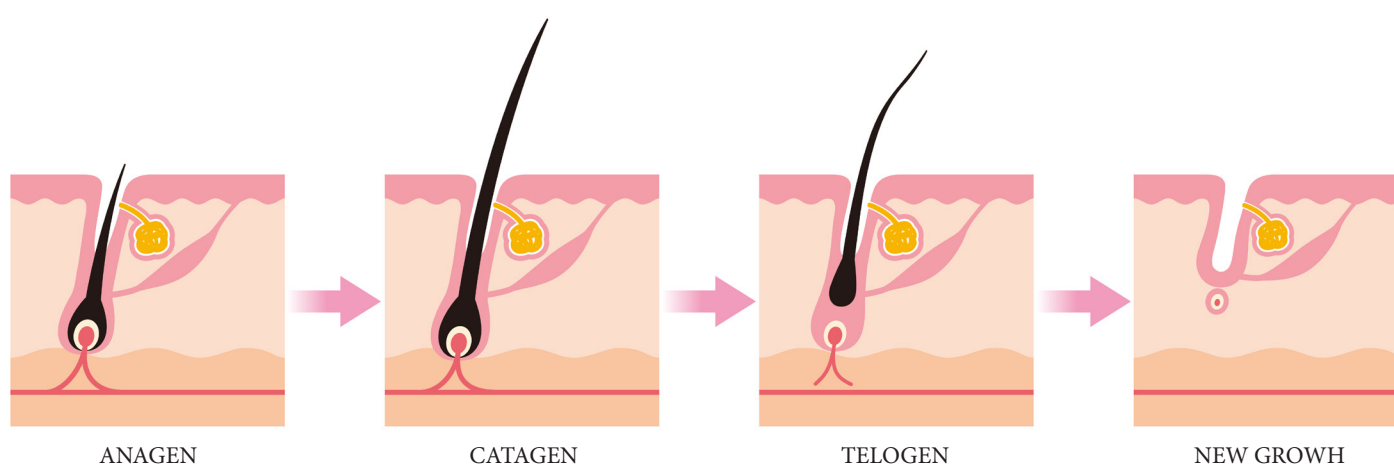
(The transitional phase)

This phase in the hair growth cycle lasts only one to two weeks. It is known as the transitional phase and this is when the hair stops growing before the resting phase begins.

PHASE 3 - TELOGEN

(The resting phase)

This is the final resting stage of the hair. This stage lasts about five to six weeks. Towards the end of this phase, activity starts in the hair follicle again. A new hair in the Anagen phase develops and forces/pushes the old hair out.





HAIR GROWTH

Our hormones help determine the growth of our hair, quantity, thickness and distribution on our bodies. Hereditary and medical conditions can also affect the pattern and growth rate.

The following is a list of possible conditions that can have an effect on hair growth:

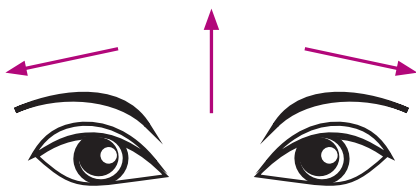
- Pregnancy
- The use of certain medications
- Hormonal changes - menopause
- Auto-immune conditions
- Stress
- Anemia
- Vitamins and calcium supplements
- Alopecia
- Ethnic origins

GROWTH PATTERNS

It's important to know about the hair type and direction of hair growth in each treatment area. This is so you know which wax to use, which way to apply it and which way to remove. Generally, wax is applied in the direction of hair growth and removed against.

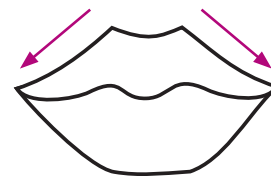
Eyebrow

This hair is usually vellus. In the centre of the brows hairs grows upwards, whilst the body of the brow grows out towards the ears. Skin around the eyes is very delicate and easily bruised if the correct treatment routine is not followed.



Upper lip

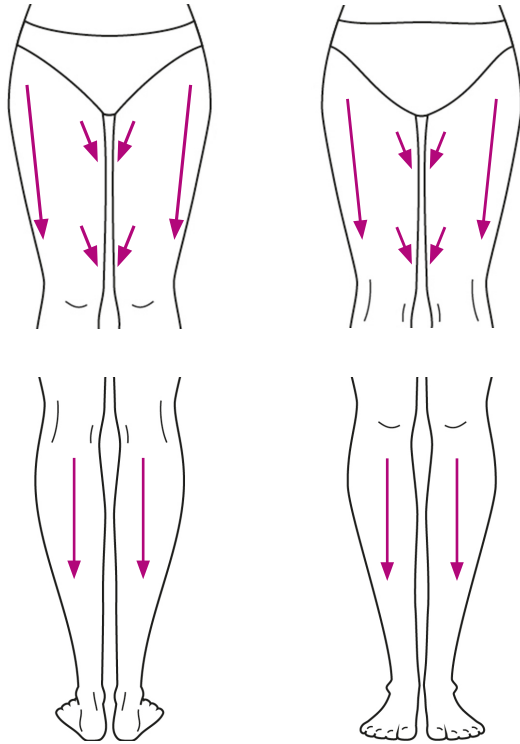
This hair is usually vellus. Hair tends to grow down and slightly outwards (towards the chin), lying flat to the skin. This is a sensitive area for clients, particularly the cupid's bow.





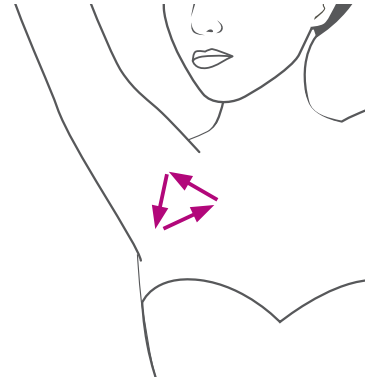
Legs

Leg hair on ladies is usually fine vellus hair, although on men it can be thick terminal hair. It grows down towards the feet and on the thigh is also grows slightly inwards.



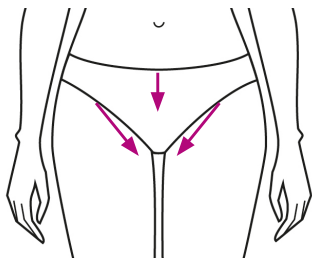
Underarm

This hair is usually terminal. It tends to grow outwards (not flat to the skin) and likely in all different directions, especially if the client shaves.



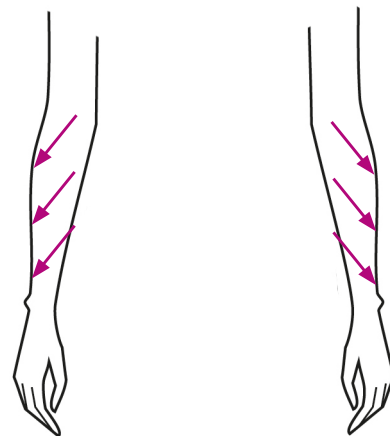
Bikini

This hair is terminal and it grows down and slightly inwards, towards the pubic bone. This is a very sensitive area for clients and hairs are usually strong and coarse.



Arms

Vellus hair that can grow in different directions, but the follicles are usually straight.



TYPES OF WAX

There are two main types of wax and these are known as warm and hot.

WARM WAX

(also known as **strip wax**)

Warm wax is usually made from a blend of resins and plasticisers, which give it a 'softer' consistency than hot wax when at room temperature – if you stuck your finger in a pot of warm wax it would move slightly to the touch. Warm wax tends to be used on larger areas of vellus hair, most commonly the legs.

Warm wax is applied in a thin layer to the area to be treated using a disposable wooden spatula, sticking to the skin. A disposable fabric or paper strip is then pressed firmly over the area and removed quickly, taking the unwanted hair growth with it.

Why would you use a warm wax?

- Quick and efficient
- Can grab hair as short as 2mm
- Cost effective
- Good for larger surface areas
- Can be used on all hair types

On what areas would you use a warm wax?

- Legs
- Arms
- Chest and backs of male clients
- Eyebrows (could also use hot wax, however some therapists prefer the precision of using a disposable strip)



HOT WAX

(also known as **non-strip wax**, **brazilian wax**, **hard wax** and **peelable wax**)

Hot wax is still a growing trend within the beauty industry and is mainly used for advanced waxing treatments such as the Brazilian and Hollywood bikini wax, as it is particularly effective on thick, coarse (terminal) hair and sensitive areas of skin.

Hot wax is applied with a disposable spatula and very quickly hardens on the skin. As it cools, the wax shrinks and wraps around the hair, so that once it is set it can be removed without the use of a disposable paper strip.

Hot wax is not designed to be applied over larger areas of skin in the way that warm wax is, and so tends to be used on smaller, more sensitive areas where the hair is coarse.

Why would you use a hot wax?

- Ideal for sensitive skin types
- Only grabs the hair and not the skin making the procedure less painful
- Ideal for areas with thick, coarse hair
- Great for small, hard to reach areas
- Excellent for removing short, stubborn hairs

On what areas would you use a hot wax?

- Facial areas
- Underarm
- Intimate female areas
- Intimate male areas
- Eyebrows (can also use warm wax)



BEFORE A TREATMENT

PRE TREATMENT ADVICE

To ensure your client receives the best results from their wax, you should discuss pre-treatment advice with your client when they book their appointment. Talk through the following with your client, and if possible, give them the advice in writing.

All new clients should have a patch test 24-48 hours prior to treatment. This is especially important if your client has any known allergies or skin sensitivity.

Although Sienna X waxes will remove very short hair, for optimum results and to avoid discomfort, clients should have at least 3 weeks hair growth (hair should be between 5mm-10mm long.) Men should also be advised of this if having a chest or back wax.

Advise clients to exfoliate the treatment area 24 hours prior to waxing, as this will result in a smoother finish and help prevent in-grown hairs.

Advise clients to avoid using body lotions in the treatment area on the day of the appointment.

Although you will conduct a thorough client consultation before the treatment, it is worth asking a couple of questions at the time of booking. For example, clients using retinols, steroids and some acne treatments like Roaccutane may be unable to have a wax. Take a look at the 'client consultation' section for more information on what will prevent a treatment.

Advise clients to avoid using self-tanning products 24 hours prior to the treatment.

Advise clients to avoid UV treatment, saunas or steam rooms for 24 hours before a waxing treatment.

Advise clients to avoid using any electrical treatments on the treatment area 24-48 hours prior to the waxing session. If clients are going on holiday, is it recommended that they have their waxing treatment 2-3 days prior to going away, to ensure the skin has had chance to calm down and there is no redness or irritation.

If ladies are on, or due their menstrual cycle, they may be a little more sensitive as their pain threshold is reduced. Although please be aware it is perfectly safe to go ahead with the treatment.

A NOTE ON PREGNANCY

Although there is no general reason why it is unsafe to wax a pregnant client, we would advise against a treatment within the first 3 months (first trimester) simply because this is the most precarious time of a pregnancy.

However if the client and therapist are both happy to proceed with the treatment the client should make this clear on the consultation form, which should be signed as such. If the client is considered high risk, has high blood pressure or anxiety, it is better to avoid the waxing treatment and request a doctor's note, which you can then attach to the client's consultation card.

Remember to always check a pregnant client's medical history each time they visit you for a treatment, as they could have developed a condition related to pregnancy that might prevent them from having a waxing treatment.





PERFORMING A SKIN PATCH TEST

All new clients should have a patch test 24-48 hours prior to treatment. This is especially important if your client has any known allergies or skin sensitivity.

Please also check with your insurance company regarding their policy and requirements.

STEP BY STEP PROCEDURE

- Clean the area to be patch-tested using **Sienna X Cleansing Gel** on a clean cotton wool pad. This only needs to be a small section of skin.
- Apply wax to the area using a disposable wooden spatula.
- Remove the wax using a strip, or by pulling wax if using hot wax.
- Apply **Sienna X Cooling Crème** to the area.
- Record the date and time of the patch test on the client's consultation card.
- Ask the client to report any abnormal skin reactions such as redness, irritation or swelling and provide them with the business contact details should they have any further concerns.

If the client has no abnormal reaction to the patch test, you can proceed.



CLIENT CONSULTATION

As with all treatments you should start with a consultation. It is important that you explain the treatment and procedure in full to your client. Such advice should include the type of wax you will be using, wax temperature and possible skin reactions following the treatment. Always allow the client the opportunity to ask questions.

If possible, a patch test should be carried out for first-time appointments, particularly if you are treating someone under the age of 18.

The consultation form must be signed and dated by you and the client, as this is a declaration to say the client understands the treatment and the procedure and is therefore happy to go ahead.



AGE RESTRICTIONS

Please note that in the UK, a person under the age of 18 is classed as a minor (except in Scotland, where the age is 16) and therefore parental consent must be sought before you agree to treat a person under the age of 18.

We would therefore generally advise you to avoid booking clients under the age of 18 however check with your insurance company regarding their policy.

Under circumstances where you are treating anyone under the age of 18 however, they must be accompanied by an appropriate adult who should be present during the treatment and who should give their consent.

Written consent should include the parent/guardian's name, address and contact details, be signed and dated and must remain on file until the minor reaches the age of 18.

Please remember that if at any time you are uncomfortable with performing a treatment on a minor, you should feel under no obligation to do so.

STORING CONSULTATION CARDS

Please note that the Data Protection Act 1998 requires that all client records remain confidential and they should be stored in a secure place. If you store client records on a computer system then you will need to notify the Information Commissioner's Office.

Client records should be kept for a minimum of 15 years to protect you in the rare event that any legal action is filed (which could be many years after an alleged event). Clients are entitled to access their records at any time, so remember to make sure that all entries are strictly professional.

DO NOT disclose or discuss your client's personal information with any third party without the client's permission.



CONTRA-INDICATIONS

A contra-indication is the presence of something that could restrict, or even prevent the treatment from being carried out safely. Before you start any form of waxing treatment, it is important to assess your client for any contra - indications to ensure that it is safe to continue.

Some contra-indications can prevent a treatment but others may just restrict. This could be one or more of the following from the list below.

You will go through these contra-indications with your client during their consultation however it is still important to assess the client's skin too, as they may not be aware that they have certain conditions.

Whilst it might sometimes be necessary to advise your client to seek medical advice if you recognise certain contra-indications, you should never attempt to offer treatment advice yourself as this can only come from a qualified medical professional.

The following explain the contra-indications that you should be aware of along with the relevant question on the Consultation Card (you will complete this with your client prior to the treatment, as part of the consultation process).

CONTRA-INDICATIONS THAT COULD **PREVENT** TREATMENT

"Irritated, inflamed or tender skin?"

You should not wax over skin that is irritated, inflamed, thin or fragile, as this risks causing further damage or irritation.

These symptoms may be caused by other contra-indications i.e. as a result of a medical condition or medication and you may be alerted to their presence by asking other questions during the consultation, however you should always inspect the treatment area to make sure skin is healthy before proceeding and if in doubt, advise your client to seek medical advice.

"Any skin disorders or infections?"

Some conditions could be made worse by a waxing treatment, or are contagious. For example, if a client wants an upper lip wax but has a cold sore in that area, then you would not be able to continue the treatment because this would aggravate the infection.

In addition, cold sores are contagious and there is a risk of passing on the infection, so for hygiene reasons you would not be able to continue.

If the client has an eye infection they would not be able to have an eyebrow wax.

"Urine infection?"

"Hepatitis, herpes, HIV or other sexually transmitted diseases?"

(if working in the bikini/intimate area)

If the client has a urinary, or sexually transmitted infection or disease, a waxing treatment in the bikini area could aggravate the problem and further spread the infection.

CONSULTATION CARD

Confidential - do any of the following apply to you?

siennaX

Thin or fragile skin	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Urine infection	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Prickly heat, hives or sunburn	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Allergies or intolerances	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Are you, or could you be, pregnant	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Use of steroid creams or medication in the last 3 months	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Currently taking, or in the last 6 months have you taken, Roaccutane, Retin-A or any other acne medication	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Irritated, inflamed or tender skin	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Hepatitis, herpes, HIV or other sexually transmitted diseases	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Skin disorders or infections	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Diabetes	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Haemophilia	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Epilepsy or episodes of fainting/fits	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Currently taking, or in the last 6 months have you taken, any prescribed medication, undergone any medical/cosmetic treatment or surgery	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Vascular disorders/any medication relating to this	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Oedema or other swelling in the treatment area	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Bruising, cuts or abrasions	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Scar tissue in the treatment area	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Hypersensitive/reactive skin or nerve damage	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Haemorrhoids, moles, skin tags or warts	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Microdermabrasion, laser treatment or waxing	<input type="checkbox"/> No	<input type="checkbox"/> Yes

I have been fully informed and have given my consent to the treatment. I hereby give my consent.



"Any allergies or intolerances?"

It may transpire that your client has an allergy to one of the ingredients in the waxes or pre and post treatment products.

Common reactions could be to certain essential oils, or rosin. Rosin is a common ingredient in sticky plasters, but is also found in many waxes, so an allergy to plasters is a good indicator of an allergy to rosin.

Sienna X provide two rosin-free waxes; the Peppermint Gelée Warm Wax and the Peppermint Crème Hot Wax – but it is very important to ascertain the need to use a rosin-free wax on your client before commencing a treatment.

Likewise, clients may be allergic to latex, which can be found in some disposable gloves. We recommend using latex-free such as the Sienna X disposable gloves.

"Are you, or could you be pregnant?"

There is no evidence to suggest that a waxing treatment could cause any harm to an expectant mother or her unborn baby, however some therapists are cautious about performing a treatment on a pregnant woman, particularly if she is a first-time wax client.

Generally speaking the most vulnerable time during a pregnancy is in the first trimester – the first three months – and after this period it should be fine to perform a waxing treatment, providing you are comfortable to proceed.

Of course a woman may not know she is pregnant in the first trimester therefore, if they answer that they could be pregnant you should ask them to confirm they are happy to continue and sign the consultation card to acknowledge as such.

During the treatment you may wish to position the client in a more comfortable position. i.e. on their side. Avoid waxing over their abdomen (high bikini).

"Use of steroid creams or medication in the last 3 months?"

Long term use or high doses of steroids can cause skin to thin and become fragile. Most topical steroid creams are in relatively low doses and will just affect the area on which they are used.

You should check that skin is not damaged, thin or fragile before continuing with treatment. If a client has taken a long-term course of steroids, they should wait at least 3 months before having a wax.

"Currently taking, or in the last 6 months have you taken Roaccutane, Retin-A or any other acne medication?"

Some topical acne treatments can cause dry and irritated skin, however this may only restrict treatment.

If a client is taking Roaccutane however, or has finished a course of Roaccutane within the last 6 months, they will need to wait a full 6 months following the end of their course before having a waxing treatment. This is because Roaccutane can cause excessively dry skin making it extremely fragile. A waxing treatment could exacerbate this side effect and cause further damage to the skin.

"Prickly heat, hives or sunburn in the treatment area?"

Do not wax over an area damaged by sunburn, hives or prickly heat as this will further irritate the area and inhibit healing.



CONTRA-INDICATIONS REQUIRING MEDICAL CONSENT/ADVICE

"Diabetes?"

Unstable diabetes would make a client more susceptible to infection or injury from waxing, as sufferers have reduced wound healing abilities.

If the client is controlling their diabetes through medication then it should be fine to perform a waxing treatment. HABIA guidelines recommend that clients always provide consent from their GP before a treatment is carried out and in any event you should check with your insurance provider as to their requirements.

"Epilepsy or episodes of fainting fits?"

If your client has epilepsy or suffers from episodes of fitting or fainting, ask if they know what can trigger these attacks so you can avoid any stimuli.

Also ask them what you should do in the event of a fit and if you should take any precautions. Medical advice should also be sought before commencing a treatment.

"Vascular disorders/any medication relating to this?"

If your client is being treated for a heart/vascular condition, they may be taking medication that affects the way the blood clots. This would increase the risk of excessive bleeding and/or bruising, so it is best practice to advise your client to confirm with their GP or medical practitioner that it is safe to continue with treatment.

"Are you currently taking, or in the last 6 months have you taken any prescribed medication, or undergone any medical treatment or surgery?"

Clients undergoing chemotherapy and/or radiotherapy may suffer from excessive bleeding, can bruise more easily and can suffer from other side effects as a result of the drugs they are taking, including irritated or damaged skin.

Medical advice should be sought before proceeding with a wax treatment. The client should bring a doctor's letter of consent and this should be stored along with the client's consultation card for your records. You should also check with your insurance provider as to their requirements.

"Circulatory problems such as varicose veins, haemophilia or low blood pressure?"

Haemophilia is a disorder where the blood does not clot properly. This condition can be controlled with medication however sufferers can bleed for longer than the average person and bruise more easily, so extra care should be taken during treatment. Medical advice should be sought before proceeding.

NOTE: If at any time you are presented with a contra-indication you are unsure of, or cannot confirm what the condition is, you should always refer your client to their GP and obtain consent to proceed with treatment, or wait for the condition to clear up.



CONTRA-INDICATIONS THAT COULD RESTRICT TREATMENT

"Hypersensitive, reactive skin or nerve damage?"

"How would you rate your skin sensitivity?"

If a client has very sensitive and reactive skin, find out if a particular ingredient or product may aggravate this.

Choose waxes for sensitive skin such as **Sienna X Peppermint Gelée Warm Wax**, which has no rosin or tea tree oil. Make sure care is taken during application and removal of wax and follow the correct aftercare procedure.

It is recommended that a patch test is carried out 24 hours prior to treatment and the results recorded on the client's consultation card, which they will sign.

Clients with nerve damage may not be able to feel the temperature of the wax to tell you if this is too hot. To test a client's nervous reactions, perform a tactile test ('a poke and a stroke') to make sure they can feel pressure and sensation.

Always keep wax heat levels as low as possible and be sure to perform a thermal test by applying the wax to your inner wrist before applying to the client, to check temperature levels.

"Injury/broken bones?"

A recent injury or broken bone might be sore or painful, or continuing with a treatment may inhibit recovery. A tactile test before proceeding will help to ascertain sensitivity in the area but also bear in mind that you might need to adjust your treatment routine if your client is not able to easily or comfortably adopt certain positions, or put pressure on particular areas. If in any doubt advise your client to seek medical advice.

"Are you currently taking, or in the last 6 months have you taken any prescribed medication, or undergone any medical/cosmetic treatment or surgery?"

Areas that have undergone recent surgery or treatment may be inflamed, swollen or tender and therefore the area should be completely healed before proceeding with treatment.

If in doubt, seek medical advice before proceeding. This would also include any cosmetic treatment or procedures.

"Haemorrhoids, moles, skin tags or warts in the treatment area?"

You can wax around these areas during a treatment, but never directly over, as wax can lift skin tags and moles etc. from the skin, leaving an open wound. If in doubt refer your client to their GP.

"Bruising, cuts, abrasions or recent scar tissue in the treatment area?"

Open cuts, abrasions or bruising should be completely healed before waxing over the area.

Scar tissue that is less than 6 months old may not have properly healed and the area should be avoided. Advise your client that you can continue with the waxing treatment once the scar tissue has completely healed.

"Any piercings or tattoos in the treatment area?"

The skin around recent piercings or tattoos needs to be completely healed before it is waxed over to avoid the risk of infection or reduced healing time. However be aware that some piercings, even when healed, may get in the way of a treatment and you might need to wax around the area or ask your client to remove the piercing.

"Any ingrown hairs in the treatment area?"

It is fine to wax over an ingrown hair, provided this is not infected (although be aware that waxing alone may not lift the hair out.) If the ingrown hair is infected however, you should avoid waxing directly over this area and advise your client to see their GP if this does not heal.



"Recent microdermabrasion, IPL, laser treatment or electrolysis?"

Skin may be sensitised following a treatment and therefore susceptible to pain or damage. Skin should be completely healed before a waxing treatment.

"Skin peels, AHA/BHA skincare?"

If your client has had a recent skin peel, skin may be sensitised following treatment and therefore susceptible to pain or damage. You should ensure that the skin has completely healed before proceeding with any waxing (usually affecting the facial area).

AHA and BHA stands for 'alpha hydroxy acids' and 'beta hydroxy acids' and these are chemical ingredients found in many skincare products (typically products for the treatment of acne or spots i.e. salicylic acid).

Long-term or heavy use of these products may cause skin to become dry or irritated, so care should be taken not to wax over aggravated skin. Be mindful of the fact that your client may not even be aware they are using products containing these ingredients and this is why it is important to always inspect the treatment area before commencing a treatment, to check for damaged or irritated skin.

Also advise clients to avoid using any products that contain AHA or BHA for 48 hours after a treatment, as part of your aftercare advice (mentioning the types of products these ingredients are typically found in i.e. acne/spot prevention).

"Oedema or other swelling or excess surface veins in the treatment area?"

An oedema is the medical term for fluid retention in the body, the build-up of which can cause tissue to become swollen or infected.

If you notice an oedema in the treatment area, you should not wax over this tissue because there may be an underlying cause of the swelling that could be made worse by a waxing treatment. If in doubt, always ask your client to seek medical advice before proceeding.

The same principle applies to excessive surface, or varicose veins and if a client shows signs of this contra-indication, do not wax directly over this area.



CONTRA-ACTIONS

A 'contra-action' refers to a reaction or after - effect the client may experience to the treatment or product during or after the waxing procedure.

Some contra-actions are normal reactions and the client should be advised as such. Following the waxing treatment the client should also be advised that they may experience some slight redness and a pin prick reaction in the area, for example.

Remember if you are concerned about a contra-action, or your client suffers a particularly severe reaction refer your client to their doctor.

In ALL instances of the appearance of a contra-action, make a note of this on your client's consultation card, along with a note of the action you took. You should never offer medical advice yourself but if in doubt, always refer your client to their GP.

Please find below a list of possible contra-actions that can occur during or after a waxing treatment.

COMMON CONTRA-ACTIONS

Pin prick appearance

This is a normal and very common reaction that happens because when hairs are pulled from the follicle, it causes a trauma that stimulates the body's natural defence and repair system, bringing increased blood supply to the area to calm and heal. This in turn can produce a slight swelling in each follicle that causes redness and bumps. This usually settles down within 24-48 hours.





Erythema

An erythema is essentially a reddening of the skin caused by dilation of the blood vessels. The skin can also sometimes feel warmer than normal. This reaction can be due to a number of factors including skin sensitivity, or the heat of the wax. In some cases though this can be a sign of an allergic reaction, in which case you should refer your client to a GP. However some redness is to be expected following a waxing treatment and you should advise your client as such.

Sienna X Cooling Crème will help to reduce any discomfort after a wax and providing your client follows the correct aftercare advice, redness should subside within the next 24-48 hours. If symptoms remain after this time, the client should be advised to see their GP.



Pustules

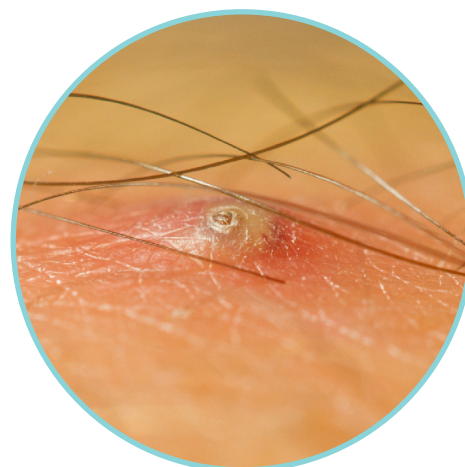
These are more common on the upper lip and bikini area on ladies, and chest and back areas on male clients. They are usually a result of sweat or bacteria getting into the open follicle, or caused by in-growing hairs. To help prevent pustules, always cleanse the area after waxing to sanitise and soothe and avoid using oily after-wax products. You could also apply a cold compress immediately after waxing.



In-grown hairs/folliculitis

In-grown hairs are caused when the hair curves back underneath the skin, instead of growing in its normal direction outwards. In-grown hairs are quite common however a proper skincare routine including regular exfoliation can help to reduce the risk of this and should form part of your advice to clients. The following is helpful advice you can offer;

- Use an exfoliator on a regular basis to get rid of dead skin blocking the hair follicle
- Exfoliating will also help to lift the hair from under the skin
- Moisturise regularly
- Avoid tight fitting clothing that can break hair at the skin's surface
- Use a pair of sterilised tweezers to lift the hair from under the skin, if it is easy to do so
- Dry body brush daily to remove dead skin cells
- Avoid friction to the affected area, if ingrown hairs are already present



Some in-grown hairs can become infected, which is a condition known as folliculitis. Folliculitis can be identified by the presence of raised red lumps, pustules and itchiness just underneath the top layer of the skin. If a client does suffer from infected in-grown hairs, you should refer them to their GP for treatment.

Dry skin

Following the waxing treatment, the client might experience areas of dry skin, which can cause a blockage to the hair follicle. Advise the client to moisturise regularly with an appropriate aftercare product to prevent this.

Hives

This is usually a response to the trauma of having the hair pulled from its follicle and can be identified by the presence of raised white circles with an inflamed red rim and itchiness over the area. Apply a cold compress and advise the client to avoid touching the area, avoid heat and also use an appropriate after-care lotion.

Bear in mind however that sometimes hives may be the result of an allergic reaction, although this is rarer. Treatment is the same.

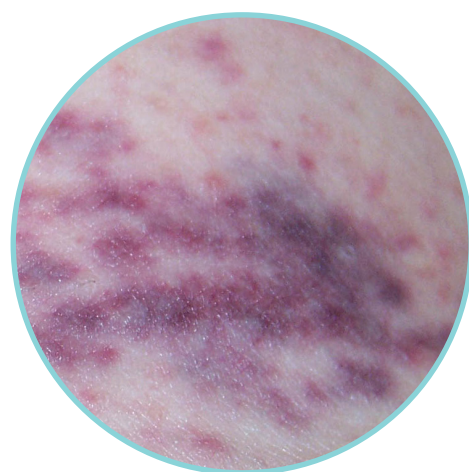


CONTRA-ACTIONS THAT ARE NOT NORMAL

Bruising

Bruising may occur if the skin is not pulled taut during treatment or from the incorrect removal of the wax strip (pulling the strip 'up' rather than 'back' on itself, parallel to the skin). Some clients might be prone to bruising more easily than others due to factors like age or medication (you should be aware of any medication they are taking following the client consultation).

If you need to treat the area, a cold compress can be applied to reduce any swelling, and bruises usually fade over a couple of days. However refer your client to their GP if there are any concerns.





Excessive perspiration

Excessive sweating could be a possible allergic reaction to a product used. If you or your client notice they are sweating more than normal, remove the product immediately and apply a cold compress to the area. Offer the client a drink of water and open a window if possible, to help the client cool down. In severe cases refer your client to a GP.

Burns/Skin removal

Burns during a waxing treatment usually occur when the temperature of the wax is too high, so ALWAYS ensure a thermal test is carried out on both yourself and your client before you begin.

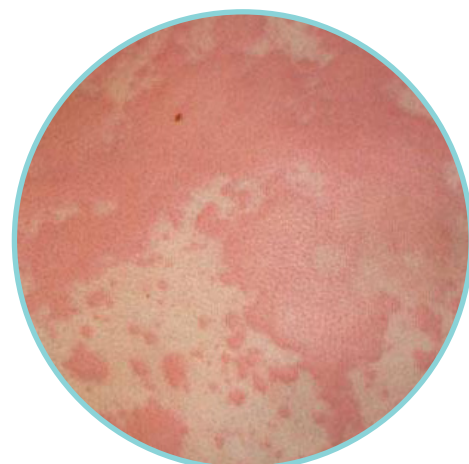
Always use approved equipment and follow manufacturer's guidelines for using your equipment and wax. NEVER heat wax in a microwave as this is unsafe and will render your insurance invalid should there be an accident or injury during treatment.

Mild burns may appear as red/pink or sensitive skin but more serious burns may also blister or remove the skin. In all cases you should cool the affected area (even if wax is still on the skin, because this will also cool the wax, whereas removing it straight away may lift the skin underneath). For mild burns, advise the client not to put any creams over this and the area can be dressed with a clean bandage, however for more severe burns, medical attention should be sought.

You will notice if you have removed the client's skin if it appears shiny or raw. This means that the outer layers of the epidermis have been lifted by the wax and the area will likely feel sore and tender. Generally speaking, following the correct waxing procedure means you should not lift a client's skin. However in the very rare instance that this should happen, clean the area and apply a cold compress/ You should advise your client to seek medical advice from a pharmacist or their GP. If you are concerned in any way, or the skin is particularly damaged, you should also contact your insurance company to let them know.

Allergy

If a client suffers a reaction to any product used, remove the product immediately and apply a cold compress. In severe cases refer your client to a GP. Note the reaction and products used on the consultation card.





siennaX

Therapist Signature: _____ Date: _____

Injury or broken bones	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Ingrown hairs	<input type="checkbox"/> No	<input type="checkbox"/> Yes

TREATMENT RECORD

RETAIL & NOTES



SHOPPING LIST

Ensuring you have the correct equipment and waxing accessories will allow you to provide your clients with a professional service and ensure you maintain a high standard of customer care.

Please find listed below waxing equipment and accessories you will need to carry out treatments:

- Treatment couch
- Cotton/plastic couch cover
- Disposable couch roll
- Treatment trolley
- Digital wax heater
- Selection of wax
[Sienna X Hot Waxes or Sienna X Warm Waxes](#)
- Pre-wax treatment
[Sienna X Cleansing Gel or Sienna X Soothing Oil](#)
- Post-wax treatment
[Sienna X Soothing Oil or Sienna X Cooling Crème](#)
- Disposable wooden/metal spatulas
- Fabric/paper strips
- Disposable vinyl gloves
- Protective waxing apron
- Clean towels
- Tissues
- Cotton pads
- Barbicide/sterilising fluid
- Scissors
- Tweezers
- Hair trimmer (optional)
- Hand sanitising gel
- Wax equipment cleaner
- Lined waste bin
- Consultation cards
- [Sienna X Q&A wax advice leaflets](#)
- Disposable underwear

SETTING UP YOUR HEATER AND WORK AREA

First of all make sure your treatment area is clean, tidy, at a comfortable temperature and smells pleasant. These aspects will mean your client has a great first impression when they arrive for their treatment.

You should switch your wax pots on with enough time for the wax to heat to the correct temperature before your client arrives.

Make sure you have the right waxes prepared and that you have enough product heated up (the wax pot should always be at least two thirds full).

All equipment wiring should be neatly tucked away so there is no danger to you or your client.

Your equipment/waxing trolley should be prepared neatly and tidy, with all necessary equipment to hand.

Set up your couch with couch cover/towels and disposable couch roll, which can be thrown away after each treatment.

Make sure you throw away all disposables and replace couch roll and towels with each new client. Wipe down your station after each client too, but remember to properly clean your station and wax heater at the end of each day.





TREATMENT MENU

The price of a waxing service can vary depending on your location and whether you are working in a salon, spa or attend the client's home as a mobile beauty therapist.

The prices below are approximate and we recommend that you research your local area and competition to remain competitive.

Recommended treatments for ladies

Treatment	Time allocated	Approx. Price
Full Leg Wax	30-45 minutes	£20-25
Half Leg Wax	15-30 minutes	£12-15
Classic Bikini Wax	15 minutes	£8-10
Underarm Wax	15 minutes	£8-10
Upper Lip Wax	15 minutes	£5-8
Chin/Jaw line Wax	15 minutes	£5-8
Brow Wax	15-20 minutes	£8-10

Recommended treatments for men

Treatment	Time allocated	Approx. Price
Brow Wax	15-20 minutes	£8-10
Chest Wax	30 minutes	£18-22
Back Wax	30 minutes	£18-22



THE TREATMENT

PREPARATION

- Melt wax in the heater before the client arrives and prepare your treatment area
- Complete the client consultation form and determine any contra-indications
- Ask the client to remove any relevant item/s of clothing or jewellery
- Ask the client to position themselves comfortably on the treatment couch
- Offer the client a disposable thong (if performing an intimate wax) and cover them with a modesty towel, exposing only the area to be treated
- This will also protect the client's clothing
- Wash hands prior to the treatment and follow with a sanitising gel
- For safety and hygiene it is advised that gloves and a treatment apron are worn by the therapist throughout the whole procedure

- If using a warm wax, apply a clean paper or fabric strip over the wax. Leave a small edge of the strip for you to hold when removing from the area. Press the strip firmly and then holding the skin taut, remove against the direction of hair, removing the unwanted hair growth (if using a hot wax, this is removed without the use of a strip). Make sure to line up your wax strip with the line of where the wax has been applied, to ensure you don't remove any hair unintentionally (important on areas such as the eyebrows)
- Ensure you pull the strip back on itself rather than upwards, as this can cause discomfort and bruising to your client
- After each strip removal, apply a little pressure with your hand over the area, which will reduce discomfort
- Remove any excess wax-residue with the strip
- Repeat the wax procedure until all the unwanted hair growth has been removed from the area
- Remove any stray hairs with sterilised tweezers

WAXING PROCEDURE

- Assess the client's hair growth and if necessary trim any long hairs with sterilised scissors if required
- Before you start, you must perform a thermal skin test on yourself and then on your client, in the area to be treated. You must both be happy with the temperature of the wax before you proceed
- Prepare the skin by cleansing the area thoroughly using Sienna X Cleansing Gel on a cotton pad. Ensure the area is dry before you proceed to the next stage
- If you are using hot wax, apply a very small amount of Sienna X Soothing Oil to the treatment area using a cotton pad. Remember, only a very small amount is required!
- Using a disposable wooden or metal spatula, take the required amount of wax from the heater ensuring you wipe one side of the spatula on the scraper bar to avoid excessive wax and dripping
- Hold the spatula at a 75° angle and firmly spread the wax in a thin layer, following the direction of hair growth. Always support and stretch the skin when applying the wax
- Do not overlap wax applications as this could cause scalding or removal of skin
- Dispose of the wooden spatula. Do not double dip. If using a metal spatula do not double dip, but simply place in a sterilising fluid (barbicide) to be cleaned

AFTER WAX PROCEDURE

- Cleanse again to sanitise the area
- Apply Sienna X Soothing Oil over the area with a cotton pad, to remove any leftover residue
- Liberally apply Sienna X Cooling Crème to calm and soothe the area
- Discuss aftercare advice with your client and provide them with an aftercare leaflet to take home. If it's the client's first time, it is a good idea to give them a written advice slip and also provide the aftercare information verbally
- Ensure the client signs the consultation form to say they have received their aftercare advice
- Don't forget to talk to your client about treatment timings and re-book their next appointment

CLEAN UP AND SANITATION

- Discard used disposable materials such as waxing strips, spatulas, couch roll, cotton wool and gloves in a closed waste container
- Place used linen in a sealed wash bag
- Remove any wax-residue from around your wax heater using the equipment cleaner
- Sterilise all equipment, implements, counters, work surfaces and treatment couch
- Wash your hands



STEP BY STEP - HALF LEG WAX

STEP 1

Stand with the trolley at a comfortable position for you
– if you are right handed for example, place it to the right.

Start with the leg furthest away from you as this ensures you are not working over yourself. Start on the outside of the leg and work inwards.



STEP 2

Apply **Sienna X Cleansing Gel** to the entire area using cotton pads or gloved hands.



STEP 3

You will be using a **WARM WAX** for this treatment.

Starting with the furthest side of the leg furthest away from you, apply the wax in the direction of the hair growth starting below the knee, right down to the ankle.

We recommend using 4 applications for the front of each leg which means 4 spatulas for this area.



STEP 4

Remove the wax in 2 halves keeping the strip parallel to the skin, ensuring you leave a tab at the bottom of the strip to grab hold of. Ensure you have a firm stretch.

This needs to be removed against the direction of the hair growth.

It is important at this point to apply some pressure to the area as this helps relieve discomfort.



STEP 5

For the knee, start with the side furthest away from you and apply the wax in 3 sections, again using 3 different spatulas ensuring to cover the whole section of the knee in wax.

Wax will not be able to be removed around 'corners,' where the knee bends, therefore you need to remove each strip in two sections.

When removing below the knee, use a firm stretch downwards and above the knee, upwards.



STEP 6

Repeat steps 2 - 5 on the other leg.





STEP 7

Turn the client using the modesty towel and lower the couch flat.

Remember to stretch and slightly support the skin when removing wax, as fleshier areas can be prone to bruising.



STEP 8

Apply the wax to the bottom of the lower leg furthest away from you.

Apply in the same direction and with the same technique as other areas.

Remove the wax as before in 2 halves keeping the strip parallel to the skin.

Ensure you leave a tab at the bottom of the strip to grab hold of, when you place it over the wax.

Repeat this on the other leg.



STEP 9

Cleanse again to sanitise the area and close pores using **Sienna X Cleansing Gel**.

Apply **Sienna X Cooling Creme** liberally to soothe and calm skin post-wax.



STEP BY STEP - UNDERARM WAX

STEP 1

Use a **HOT WAX** for this treatment.

Stand with the trolley at a comfortable position for you - if you are right handed for example, place it to the right.

Start with the underarm furthest away from you - ensuring when moving around the couch to keep twizzling the spatula.



STEP 2

Apply **Sienna X Cleansing Gel** to the entire area using cotton pads or gloved hands.



STEP 3

As you are using a hot wax, apply a very small amount of **Sienna X Soothing Oil** using cotton pads.





STEP 4

Apply the wax in a C shape, then a backwards C, then a strip down the middle which will appear to look circular once on the skin.

Ensure after each application of wax to dispose of the spatula and get a new one as this prevents cross infection. Always ensure to leave a tab at the end ready for removal.



STEP 5

Remove each section with a good stretch and ensure you apply pressure after each removal.

If not all hair is removed, apply the wax again however don't go over the areas more than twice as this can make the skin sensitive.

Repeat this process until you have removed all hair from the area.



STEP 6

Cleanse the area again using **Sienna X Cleansing Gel** to sanitise and close pores.

Liberally apply **Sienna X Cooling Crème** to calm and soothe skin post-wax.



STEP BY STEP - LIP WAX

STEP 1

Apply **Sienna X Cleansing Gel** to the entire area using cotton pads or gloved hands.

As you are using a **HOT WAX**, apply a very small amount of **Sienna X Soothing Oil** using cotton pads.

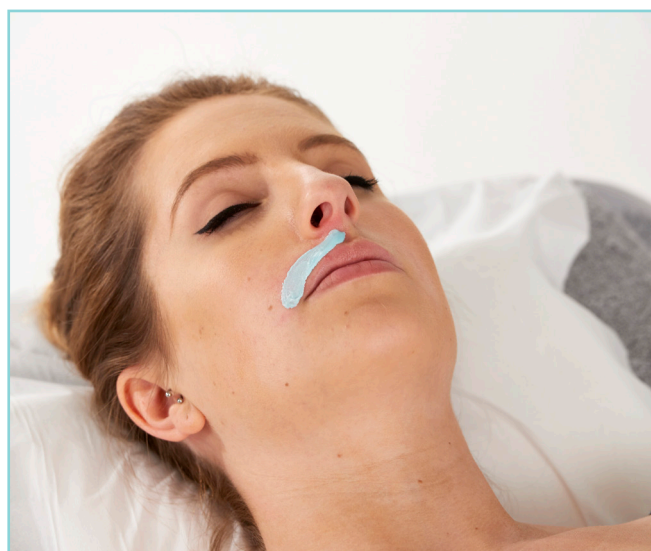
We recommend standing at the top of the couch for this treatment so you have a good view over the face and lips and ensure that the couch is nearly flat.



STEP 2

Apply the wax on one side of the upper lip starting from the middle of the nose.

Ensure to leave a tab at the end of your application for easy removal and get a good stretch. Apply pressure upon removal.



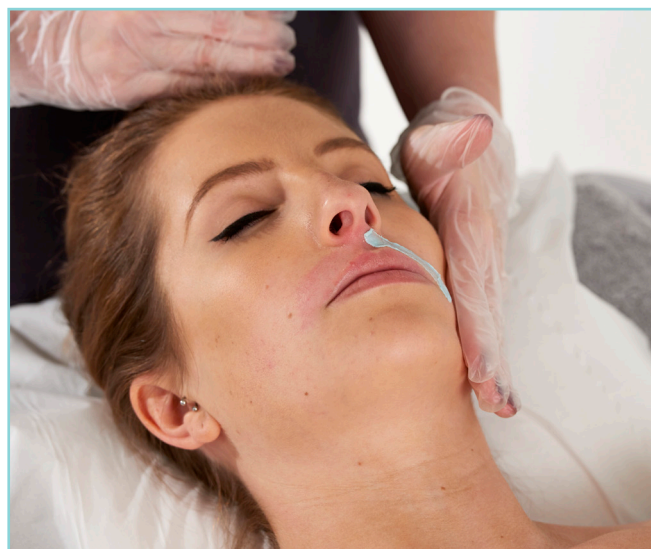
STEP 3

Repeat this on the other side of the upper lip.

TOP TIP: For extra stretch, if a client has loose skin, we advise asking your client to stretch the area also. They can do this by inserting their tongue into the area being waxed, or stretching their top lip.

Cleanse the area again using **Sienna X Cleansing Gel** to sanitise and close pores.

Liberal apply **Sienna X Cooling Crème** to calm and soothe skin post-wax.





STEP BY STEP - BIKINI WAX

STEP 1

Apply **Sienna X Cleansing Gel** to the entire area using cotton pads.

As you are using a hot wax, apply a very small amount of **Sienna X Soothing Oil** using cotton pads.

Stand with the trolley at a comfortable position - if you are right handed for example, place it to the right.



STEP 2

Apply the wax in a strip starting at the top, right down the bikini line.

Hair on the bikini line grows inwards/down. The hair is terminal hair and the wax needs to be applied with the direction of growth and removed against.

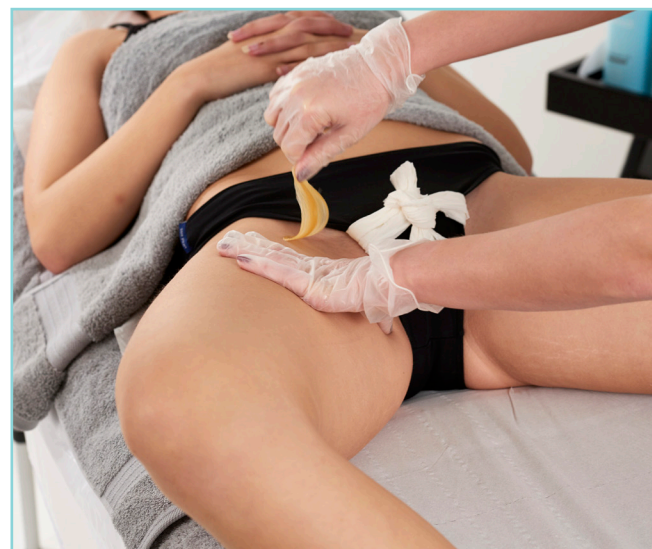
Ensure after each application of wax to dispose of the spatula and get a new one as this prevents cross infection. Always remember to leave a tab at the end ready for removal.



STEP 3

Remove the wax in 2 sections. Remove the first section by holding your tab, stretching and pulling the wax half way.

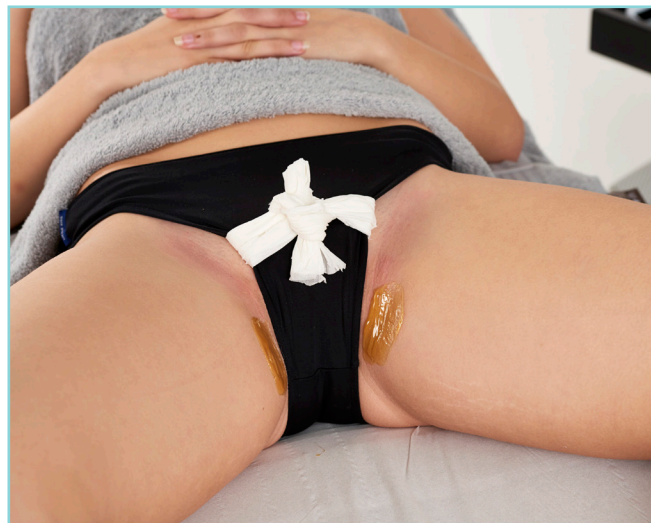
Apply pressure then stretch, remove the remainder and apply pressure again.



STEP 4

Repeat this on the bottom half of the bikini area, in 2 sections.

TOP TIP: If not all hair is removed, apply the wax in this direction again however don't go over the areas more than twice as this can make the skin sensitive.



STEP 5

Apply wax to the top of the bikini area to remove any unwanted hair in this area.



STEP 6

Cleanse the area again using **Sienna X Cleansing Gel** to sanitise and close pores.

Liberal apply **Sienna X Cooling Crème** to calm and soothe skin post-wax.





STEP BY STEP - EYEBROW WAX

STEP 1

Apply **Sienna X Cleansing Gel** to the entire area using cotton pads or gloved hands.

As you are using a **HOT WAX**, apply a very small amount of **Sienna X Soothing Oil** using cotton pads.

We recommend standing at the top of the couch for this treatment so you have a good view over the face and eyebrows and ensure that the couch is nearly flat.



STEP 2

Apply the wax to the area between the eyebrows. Stretch and pull taut to remove. Apply pressure.

TOP TIP: When removing each strip of wax, remove half and apply pressure, before taking off the remainder of the strip. This is more comfortable for your client rather than removing all in one go. Ensure you keep the skin stretched tight.



STEP 3

Apply the wax underneath one eyebrow and remove against direction of growth. Ensure you apply pressure to the area after each removal.

Apply the hot wax in the direction of hair growth ensuring to cover any hair that you want to remove from the eyebrow.

Ensure you are using a smaller spatula and hold the spatula upright like a pen.



STEP 4

Repeat this on the other eyebrow, removing the hair against the direction of growth and as before, ensure every hair you want to remove is covered with the wax.



STEP 5

Cleanse the area again using **Sienna X Cleansing Gel** to sanitise and close pores.

Liberal apply **Sienna X Cooling Crème** to calm and soothe skin post-wax.



TOP TIP: Measure the eyebrows with a small spatula – starting at the nose and keeping this parallel to the start of the eyebrow, then the same place on the nose to the end of the eye – this will measure the length of the eyebrow.

To know where the arch should be, start at the same place on the nose and position this in line with the iris.

TOP TIP: Have a mirror to hand when carrying out your consultation so you can chat to your client on what their expectations are and let them see the result you achieve.





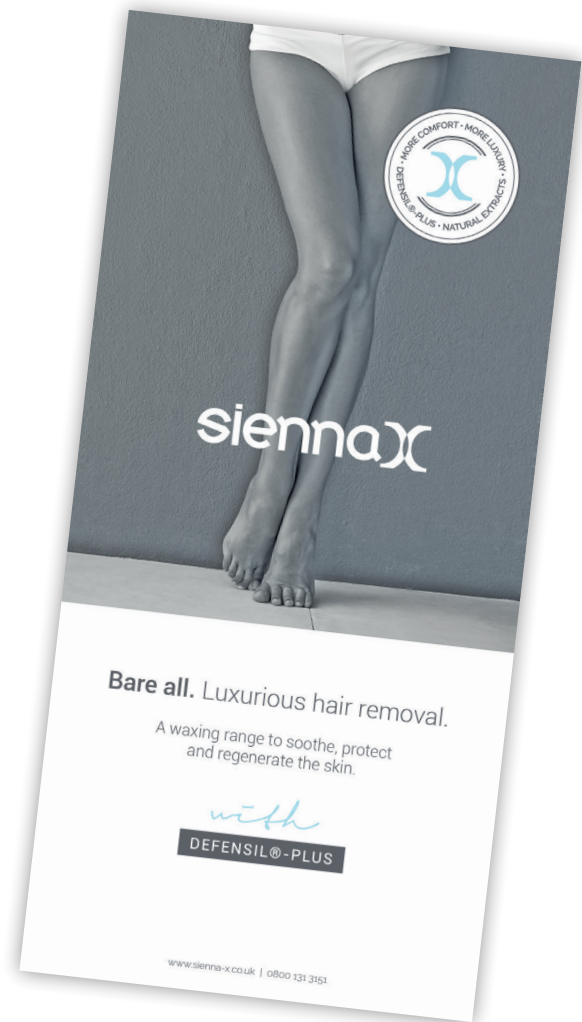
AFTERCARE

Home care advice is an important part of the waxing service. It is good practice to provide your client with an aftercare leaflet detailing all of the recommendations.

Aftercare should also be given verbally following each treatment and your client must sign the consultation card to confirm they have received and understood the information provided. (Check with your insurance company regarding their policy).

Clients should be advised that their skin may be sensitive following treatment and the following should therefore **be avoided for 24-48 hours following treatment:**

- Avoid hot baths or showers - if necessary try lukewarm water instead
- Do not expose the area to UV light, sunbeds, sunbathing, heat or electrical treatment
- Avoid tight fitting clothes on the treatment area
- No swimming, spa baths or saunas
- Do not apply perfumed lotions, talc or tanning products to the area
- Avoid touching the area
- Regularly apply a soothing body lotion
- Avoid using make up or self-tanning products over the area



Sienna X can provide you with Q&A leaflets to give to clients that details the above aftercare advice.

PROFESSIONAL ETHICS AND CODE OF CONDUCT

PERSONAL APPEARANCE AND DRESS CODE

As a professional therapist you must maintain a professional appearance at all times, this includes:

- Wearing clean uniform, which is appropriate for the waxing treatment. Adaptations may be made to your uniform for religious or cultural purposes.
- Jewellery that could come into contact with your client must be removed, such as, bracelets, bangles, necklaces and rings.
- Long hair must be tied back.
- Protective clothing can be worn, such as, plastic aprons to protect your clothing and single use disposable gloves.

PROFESSIONAL BEHAVIOUR

Professional behaviour must be maintained at all times. To ensure this:

- Use appropriate language, conversation and behaviour.
- Use correct terminology for the area/s being treated. (No 'slang' words must be used).
- Respect your client and maintain a professional distance at all times.
- Do NOT give advice in an area you are not qualified in, such as, medical conditions.
- NEVER disclose your client's personal information.
- Do NOT criticise other therapists or health care professionals.
- Keep the conversation about your client - it's their time.

REFUSING A CLIENT TREATMENT

As a professional therapist, you can refuse or stop a treatment providing this is NOT discrimination and your reason can be justified. Ensure you deal with the client in a sensitive and professional manner.

Examples for refusing a client's treatment are listed below:

- If the client is under the influence of alcohol or recreational drugs.
- If the client is aggressive or violent.
- If the client's health and safety is at risk.
- If the client's health status has changed.

CLIENT MODESTY AND DIGNITY

Prior and throughout the treatment ensure you protect the client's clothing, modesty and dignity. All areas of the client's body should be covered during the treatment procedure, other than the area being treated. If necessary provide the client with some protective, disposable paper underwear.

HEALTH AND SAFETY

It is the legal responsibility of each person to protect and promote the health and safety of themselves and other people in the workplace and ensure all relevant health and safety legislation is followed.

This is an equal responsibility between the management and the employees. It is the duty of the management to make all employees aware of health and safety issues and any possible risk to both the general public and other members of staff.

It is the duty of every employee to ensure that all regulations are adhered to in order to minimise any possible risks.

All salons must display a "Health and Safety at Work Act 1974" (H&S) poster and have trained all members of staff in the health and safety procedures for the business. It is a legal requirement when employing five or more staff to have a health and safety policy.

CORRECT STORAGE OF PRODUCTS

It is the responsibility of the salon to have measures in place to ensure the safe handling and storage of hazardous substances.

- Keep products in their original containers where possible and ensure any decanted products are fully labelled in smaller, purpose built containers.
- Products must be stored in a cool, dry place, must be out of direct sunlight, be away from a naked flame and be in a well ventilated room.
- Comply with COSHH (control of substances hazardous to health) regulations and carry out risk assessments on each product and report if required.
- Always follow the manufacturer's instructions and wear personal protective equipment (PPE).
- For mobile practitioners, ensure packing of equipment is appropriate for travel to avoid spillage and ensure safe working practice.



MANUFACTURER'S GUIDANCE AND ELECTRICAL TESTING

All electrical equipment must be well maintained and used in a safe manner to prevent the risk of injury. Maintenance should include visual checks for wear and tear (e.g. exposed wires) as well as a periodic inspection called "portable appliance testing" (PAT) by a qualified electrician. Faulty equipment should not be used until it is examined and repaired.

Ensure you receive copies of material safety data sheets from your suppliers. All staff must be trained on the use of all products and equipment and these must be used in accordance with the cosmetic regulations 2003. Training manuals must be provided and information sheets or leaflets should be accessible to all staff.

CLEANING, DISINFECTION AND STERILISATION

Sterilisation is a process which completely destroys living organisms including spores. Micro-organisms that may cause disease must be controlled through cleaning.

- Therapists must wash their hands with a liquid soap and water before commencing any treatment. Hands should be dried using disposable paper towels.
- Disposable vinyl gloves must be worn throughout the whole procedure. We do not recommend latex gloves as many clients have a sensitivity or are allergic to them.
- All surfaces and work areas must be disinfected before each client.
- Clean towels and linen laundered at 60 degrees must be provided for each client.
- Clean, wipeable plastic couch covers can be used in conjunction with disposable bed roll.
- Disinfecting metal, re-usable implements and work surfaces must be done between each client.
- Pre-wax lotions and pre-wax cleansers must be used to reduce micro-organisms on the surface of the client's skin prior to the waxing treatment.

WASTE DISPOSAL PROCEDURES

Each local authority has its own specific guidelines for the disposal of waste products. Reference must be made to the local authority registration requirements as applicable.

Non-contaminated waste is NOT contaminated with blood or other bodily fluids. Items such as cotton pads and paper towels should be placed in a covered waste bin with a liner. Liners should be removed daily and disposed with any normal waste.

Contaminated waste (Clinical waste) is soiled with blood and other bodily fluids. Items such as intimate wipes, disposable underwear and wax strips need to be disposed of in a separate closed bin, lined with a yellow medical bin liner and collected by the council or approved registered collection service.

ACCIDENT OR INJURY

Accidents or emergencies must be recorded in an Accident Report Book. In the rare instance an accident or injury should happen, it should be reported to the salon manager, owner or designated person immediately, who will decide the appropriate action to be taken e.g. ambulance, doctor, emergency treatment or first aid.

All incidents should be logged in the accident report book and signed by the appropriate personnel. All records should be checked on a weekly basis and reviewed to ensure everything is done to reduce the risk of any further incidents.

FIRST AID

Most salons will be low risk working environments. However, there will be a need for a first aid kit that complies with the Health and Safety (first aid) Regulations 1981.

There should be a least one person appointed to take charge of the first aid arrangements, including looking after the equipment and facilities and calling the emergency services if required.

It is the employer's responsibility to provide a qualified first aider who has passed a Health and Safety Executive approved First Aid course.

INSURANCE

Your insurance policy should cover the assets and liabilities of your business.

- **Public Liability**
Required to cover your legal liability in the event that a client is injured or their property is damaged within your premises.
- **Product Liability**
Covers you if a product you have used or supplied is alleged to have caused injury to a client or to their property.
- **Treatment Liability**
Protect you and your members of staff against alleged injury or property damage caused by the actual application, activity or treatment provided by you and your employed staff. Everyone must be protected.
- **Employer's Liability**
This is a UK legal requirement for any business that has employees. This cover protects staff if they are injured at work and consider you, their employer, negligent.

RECOGNISED BEAUTY INSURANCE COMPANIES:

BABTAC (British Association of Beauty Therapy and Cosmetology)
www.babtac.com

Professional Beauty
www.professionalbeauty.co.uk

Beauty Guild
www.beautyguild.com

Salon Gold
www.salongold.co.uk

ABT (Associated Beauty Therapist)
www.abtinsurance.co.uk



BUILD YOUR BUSINESS

Building a business can be daunting for most, but to help you along your way we have put together some proven marketing strategies to help you attract and retain new clients and build a glowing reputation.

ON-LINE MARKETING

- **Build a Facebook page for your business**

This is a great way for clients to keep up to date with new products, treatments, promotions and pictures of your latest work, such as 'before and after' results from a waxing treatment. This is also a great way for clients to join in with conversations and write and share testimonials on their experience with you.

Ensure your page is a business page and not personal. This will allow you to track results of promotions, boost posts to advertise to a wider demographic and keep an eye on your engagement rate.

- **Set up a Twitter account**

Again a great way to promote your business and it's easy. Interact with brands you work with to increase engagement.

- **List your business on web directories**

Generally these are free so it's a great way to get your business out there! Clients can also place a review on these pages which is great for potential new clients to read.

- **Set up a website**

This is one of the best ways to promote your business. We can offer support including images, text content and logos for you.

- **Start blogging**

This is a great way to talk about new treatments and services, testimonials and 'your story'. Try and make this fun and interesting to really engage your clientele.

In order to get people reading your blog, incorporate key words/phrases - if you were a customer, what would you type into Google? Create content that includes these phrases. For example, 'is waxing better than shaving?' or 'best wax UK'.

OFF-LINE MARKETING

- **Business cards**

Try and make them attention grabbing.

- **Loyalty cards**

This is a great way to keep your clients returning to your business.

- **Network marketing**

Also known as 'word of mouth'.

- **Direct mail**

Send out postcards, Christmas cards and birthday cards. This gives your advertising a personal touch and clients love it!

- **Wedding fayres**

A great way to advertise your services and beauty packages.

- **Banners, posters and leaflets**

Get your business out there!

- **Price lists**

Keep price lists up to date, add inserts advertising new promotions and offers, include contact details and booking procedures and opening hours.

- **Advertise your business on your transport**

This is particularly good for mobile therapists as when parked outside your client's home you are advertising your business.

OTHER WAYS TO BUILD YOUR BUSINESS

- Create a catchphrase
- Offer discounts to different customers, such as OAPs or students
- Offer special discounts at 'quiet' times of the day
- Have open days
- Retail products
- Retail gift vouchers
- Tell clients your experience and background within the beauty industry, this will build their confidence in you as a professional therapist
- Be consistent in your treatments and the service you offer
- Remember 'knowledge is power!'

TROUBLESHOOTING

"My client had a wax last week and hair is already growing back! Why?"

Hair has 3 separate stages of growth:

1. Anagen - active growing phase
2. Catagen - transitional phase - lasts only one to two weeks - hair stops growing before the final resting phase
3. Telogen - final resting stage lasts about five to six weeks - activity starts in the hair follicle again and a new hair pushes the old hair out

If someone has just started waxing, their hair may be in different stages of this growth cycle. After a few sessions hairs should become finer and results will be more long lasting.

"Can I double dip?"

We strongly advise against 'double dipping,' which means to re-use a spatula. This is unhygienic and looks unprofessional. Once you have used a spatula to apply wax to the treatment area, throw it away. This prevents bacteria being spread.

Disposable spatulas are cheap and you can purchase these in bulk. Also be aware that some clients know about the health risks of double dipping and tend to not go back to a therapist that double dips.

"How do I know my wax is the right working temperature?"

Digital heaters indicate exactly what heat the wax is - we recommend digital heaters as safer and less likely to burn clients. After heating your wax, always test it on the inside of your wrist and then on your client in the treatment area. If wax is not spreading easily and has a stringy texture when pulled off, it is too cold.

"The hot wax breaks off in pieces when I try to remove it from the skin - why does this happen?"

Breakage can occur when the wax cools down too much on the skin, or is spread too thinly. When applying hot wax, hold the spatula like a pen as it leaves a thicker edge and remove the wax once it is sufficiently cooled.

"Why doesn't my wax wash off with water?"

Waxes are made from resins, which are an oil based product that can occasionally leave residue if not properly formulated. Sienna X waxes have been specifically

formulated to ensure they do not leave a sticky residue, however because we feel your client's treatment should be a thorough, pampering opportunity, we do advise using [Sienna X Soothing Oil](#) and [Sienna X Cooling Creme](#) for a cooling, soothing finish and a professional waxing experience.

"What do I do if wax gets on my furniture, clothing or carpet?"

Prevention is the best solution! Therapists on the move should use a Sienna X couch, couch cover and towels to catch any spills. If the spill has already happened however, try the following;

STRIP WAX:

- Press a waxing strip over the spill and try to lift off as much wax as you can while it's still warm
- If wax has cooled, use a hairdryer to re-heat it and repeat with the wax strip
- Use a gentle oil based product (baby oil or vegetable oil) to dissolve any remaining residue, then use a fabric or carpet cleaner to remove the oil stain, following the product use instructions

HOT WAX:

- Let wax dry into a solid mass and peel off as much as you can
- Use a metal spatula or butter knife to scrape off as much as possible
- Clean up any small bits of wax that you have peeled off

"No hair is being removed, what is going wrong?"

If hair growth is less than 3 weeks, try using a hot wax, but 3 weeks plus growth is best for optimum results. Think about what products you've used on the skin;

CLEANSER:

- Is the treatment area dry? Tissue off and retry.
- Has the skin been moisturised? Use Cleansing Gel to remove any product residue then try again.
- What is the skin condition like? Is the skin dry? If very dry, the wax might be removing dry skin and not hair. You could exfoliate and retry if hair is long enough. Ideally, advise clients to exfoliate before their treatment.

SOOTHING OIL:

- Have you got too much oil left on the skin? Tissue off any excess and try again.



NOTES



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