

## ITEC Level 2 Professional Conduct

### Unit 22.1

**Recommended Learning Hours – 25**

QCA Unit Number: J/101/2239

<b>Learning outcome</b>	<b>Underpinning knowledge</b>
Students will be able to:	
1) Understand and explain the points of professionalism related to Beauty/Complementary or Sports Therapy and explain the appropriate professional appearance of the therapist	<p>To include the importance of the following:</p> <ul style="list-style-type: none"> <li>• Appropriate attire – professional work wear (for sports therapy a polo shirt and clean tidy tracksuit bottoms), full flat shoes, socks with trousers, natural tights with skirts, no jewellery except a wedding band and stud earrings (must be removed or covered if using electrical equipment), short clean finger nails with no enamel</li> <li>• No body odour • No bad breath • No perfume • No chewing of gum or sucking of sweets • Hair neat, clean and tied back – not on the collar or face • Punctuality • Clean hygienic working surroundings and equipment • Appropriate client care and modesty</li> <li>• Sufficient equipment and products to perform the treatment fully</li> <li>• Only perform therapies in which one is qualified • Do not make false claims • Do not discuss or put down other salons/clinics</li> <li>• Only recommend treatments which are relevant and appropriate to the client • Refer clients where necessary • Do not diagnose</li> </ul>
2) Understand, explain and maintain a professional working relationship with other students/therapists	<p>To include the importance of the following points:</p> <ul style="list-style-type: none"> <li>• Only working within their own perimeters and professional boundaries • Not making false claims regarding treatments/products or other clinics/salons • Understanding when to refer clients to other therapists e.g. Physiotherapists, Counsellor</li> <li>• Understanding when a client may be contraindicated and when to get GP's permission to treat them</li> </ul>
3) Understand and explain why it is necessary to build up a rapport with the medical profession	<p>To include:</p> <ul style="list-style-type: none"> <li>• Understanding when a client may be contraindicated to treatment and at what point GP's permission should be sought • Educating the medical profession of the benefit of treatments as complementary to health care and the importance of working alongside them • Referral procedures</li> </ul>
4) Understand and explain why it is necessary to build up a rapport with other therapists	<p>To include:</p> <ul style="list-style-type: none"> <li>• Building up a support network of therapists qualified in other therapies to whom they can refer clients • Referring clients to Counsellors when appropriate • Being Professional when asked about other salon/clinics/therapists</li> </ul>
5) Understand and explain the meaning of contraindications related to the treatment (Contraindications for each treatment are listed in the appropriate units)	<p>To include:</p> <ul style="list-style-type: none"> <li>• The importance of showing knowledge and understanding of specific contraindications to each treatment as well as general contraindications • Knowing when not to treat • Knowing when and how to seek written permission to treat from a GP • Adapt the treatment to the individual's needs</li> </ul>
6) Understand and explain the impact of advertising, whilst accepting the legal implications of the relevant laws	<p>To include:</p> <ul style="list-style-type: none"> <li>• Raising the profile of the therapist/clinic/salon • Increasing public awareness of the treatments available • Educating the public in terms of what the treatments are • Methods of advertising: Local newspaper - Classified section, Mail-shots, Word of mouth, Radio, Posters • Appropriate talks and demonstration to groups • A talk should be designed and demonstrated to fellow students to help establish the rudiments of public speaking • The advantages and disadvantages of each of the above methods should be established</li> </ul>

7) Understand and explain the necessity of having professional indemnity insurance	To include: <ul style="list-style-type: none"> <li>• A definition of professional indemnity insurance; what it covers and the difference between a salon/clinic policy and for an individual therapist</li> <li>• The source of the insurance</li> </ul>
8) Understand and explain the need to ensure strict client confidentiality at all times other than with the consent of the client or when reporting treatments/clinical findings to a fellow therapist/medical practitioner	To include: <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Do not discuss the personal details of a client with another therapist</li> <li>• Do not discuss the personal details of a client with another client</li> <li>• Ensure the client realises that the only reason information would be disclosed would be to ascertain permission to treat from a GP or other medically trained practitioner</li> </ul>
9) Understand and explain the need for consent	To include: <ul style="list-style-type: none"> <li>• Personal or written permission from the parent/guardian if treating a client under 16 years of age</li> <li>• From a guardian if a client is too ill to consent themselves</li> <li>• From a GP if the client is taking medication or contraindicated in any way</li> </ul>
10) Understand and explain the contents of a First Aid box	To include: <ul style="list-style-type: none"> <li>• Check the most recent publication from St Johns ambulance</li> </ul>
11) Understand and explain why it is necessary to have an accident book	<ul style="list-style-type: none"> <li>• To record any incident where somebody may hurt themselves</li> <li>• To state any action taken at the time of the accident</li> <li>• To document written evidence in case there is an insurance claim</li> </ul>
12) Understand and explain how to complete an accident book	To include: <ul style="list-style-type: none"> <li>• Date of accident</li> <li>• Time of accident</li> <li>• Nature of accident</li> <li>• Action taken</li> <li>• Signature of client and therapist</li> </ul>
13) Understand and explain how to administer First Aid for the following:	<ul style="list-style-type: none"> <li>• Fainting</li> <li>• Burns/Scalds</li> <li>• Epileptic fit</li> <li>• Bleeding</li> <li>• Hysteria</li> <li>• Heart Attack</li> <li>• Unconsciousness</li> <li>• Heat Exhaustion</li> <li>• Twisted Ankle</li> <li>• Asthma Attack</li> <li>• Diabetic Coma</li> <li>• Nose Bleed</li> <li>• Insect Sting</li> <li>• Hyperventilation</li> <li>• Migraine</li> <li>• Dizziness</li> <li>• Electric Shock</li> <li>• Electrical burns</li> <li>• Sun burn</li> <li>• Something in/on the eye, e.g. product</li> </ul>
14) Understand, explain and demonstrate how to put a client into the recovery position	Check with St Johns Ambulance/ St Andrews/Red Cross or equivalent for the current format
15) Understand and explain when and how to call for medical assistance	To include: <ul style="list-style-type: none"> <li>• Ensure the patient is in the recovery position</li> <li>• Ensure somebody stays with the patient</li> <li>• Dial for the emergency services (check the number depending upon the country therein)</li> </ul>
16) Understand, explain and demonstrate how to supervise an evacuation of themselves and their clients in the case of a fire alarm	<ul style="list-style-type: none"> <li>• Organise people to move swiftly and quietly out of the building</li> <li>• Ensure client modesty is preserved</li> <li>• Ensure belongings are left behind</li> <li>• They must ensure the nearest exit is used</li> <li>• Ensure the meeting point is made clear</li> <li>• A check list is completed of those present</li> </ul>
17) Understand and explain the types of fire-fighting equipment required in a salon	<ul style="list-style-type: none"> <li>• Foam</li> <li>• Water</li> <li>• Carbon Dioxide</li> <li>• Dry powder</li> </ul>
18) Understand, explain and demonstrate how to carry out basic safety checks for electrical equipment	To include: <ul style="list-style-type: none"> <li>• Regular servicing and checking of servicing records</li> <li>• Check that the wires are fully insulated within the plugs</li> <li>• Check that there are no trailing wires</li> <li>• Check there is no water in the vicinity of the electrical equipment</li> <li>• Check the equipment on self first before applying to the client</li> </ul>
19) Understand and explain the importance of professionally checking electrical equipment on an annual basis	To include: <ul style="list-style-type: none"> <li>• Ensuring no harm comes to the client or therapist during use of electrical treatments</li> </ul>
20) Understand and explain the following hygienic terms:	<ul style="list-style-type: none"> <li>• Septic</li> <li>• Antiseptic</li> <li>• Disinfectant</li> <li>• Sterile</li> <li>• Cross infection</li> <li>• Sterilisation</li> <li>• Aseptic</li> <li>• Bactericide</li> <li>• Bacteriostat</li> <li>• Fungicide</li> <li>• Fungistat</li> <li>• Pathogenic</li> <li>• Non-pathogenic</li> <li>• Toxins</li> <li>• Hygiene</li> </ul>
21) Understand and explain briefly the following types of infection	To include: <ul style="list-style-type: none"> <li>• Bacterial</li> <li>• Fungal</li> <li>• Viruses and infestations stating the basic characteristics for each one and giving relevant examples</li> </ul>
22) Understand and explain the methods of sterilisation/sanitisation available relevant to the treatment	To include: <ul style="list-style-type: none"> <li>• Chemical sterilising cabinet</li> <li>• UV cabinet</li> <li>• Autoclave</li> <li>• Hot bead</li> <li>• Chemical liquid</li> <li>and their most appropriate use</li> </ul>

23) Understand and explain the advantages and disadvantages of each of the following:	To include: • Chemicals • Autoclave • Glass bead • Ultra Violet • Steam Cabinets
24) Understand and explain the reasons why personal hygiene is vital for the therapist	To include: • The appropriateness of professional appearance (see below) • No body odour • No bad breath
25) Understand and explain salon hygiene methods	To include the use of the following: • Septic • Antiseptic • Disinfectant • Aseptic • Bactericide • Bacteriostat • Fungicide • Fungistat • Chemical sterilising cabinet • UV cabinet • Autoclave • Hot bead • Chemical liquid and their most appropriate use
26) Understand and explain all aspects of waste disposal for the salon	To include: • Cin bin (for contaminated waste) • Sharps tin • Normal bin
27) Understand and explain the importance of being aware of blood transmitted diseases	To include: • Hepatitis A & B • HIV/AIDS
28) Understand, explain and design a consultation card relevant to the treatment	Sample enclosed for each treatment in the syllabus To include: • Name • Address • Telephone number (day and night) • GP • Medical history • Any contraindications to treatment (as listed below) • Client lifestyle • Client profile • The importance of planning a treatment programme bearing in mind the clients religious, moral and social beliefs • Home care advice • Product advice • Determining the nature and extent of the clients needs • Agreement to the course of action • Ascertain the clients consent to the treatment • Signature and date
29) Understand and explain why conversation should be ethical and client led	To include: • Not causing embarrassment to self, client or others • There may be issues the client does not want to discuss e.g. politics, religion, race, sex, financial, emotional • Never discuss other clients/clinics
30) Understand and explain the contraindications relevant to each treatment	To include: • The general contraindications to all treatments unless permission has been gained • Contraindications specific to each treatment as listed in each syllabus
31) Understand and explain the following terms:	• Client Modesty • Towel management • Client Care
32) Understand and explain the importance of keeping accurate client records	To include: • Contact details • Medical history and GP's number in case of illness or medication • Treatment plan in case there are any adverse reactions • Any adverse reactions at the time of treatment • Home care advice • Products used and sold to the client • Any individual client requirements
33) Understand and explain why effective client communication is vital	To include: • Ensuring that the correct information is taken from the client • Ensuring that the client gives sufficient detail regarding their health and background and realises the importance of gaining GP's permission in the relevant circumstances • Ensuring that the client feels able to confide in the therapist where necessary • Ensuring that the client feels secure in the knowledge that any discussion is confidential • Ensuring that the client signs the consultation form
34) Understand and explain how to deal with negative feedback	To include: • Allow the client to speak freely • Ascertain why the feedback is negative • Listen carefully • Do not interrupt • Do not argue • Try to make it a positive • Offer another/alternative treatment
35) Understand, explain and demonstrate effective questioning techniques	To include: • Good communication skills (asking open rather than closed questions) • Trust • Professionalism, confidence and enthusiasm • Confidentiality
36) Understand, explain and demonstrate appropriate body language at all times	• Private comfortable area • Positive body language • Positioning of the client (no barriers between themselves and client)

<p>37) Understand, explain and demonstrate the importance of completing each treatment in a commercially acceptable time</p>	<p>Times given on syllabus</p> <ul style="list-style-type: none"> <li>• Candidates must understand the time limit a salon owner would find commercially acceptable for each treatment to be completed based on the cost of the therapists time, products, heating lighting and general overheads required to operate a salon/clinic</li> </ul>
<p>38) Understand and explain the concept of a 'Code of Ethics' and its importance</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• The importance of becoming a member of a Professional Association/Society/Guild</li> <li>• A code of ethics is a code which governs the professional conduct of any member of the said Association/Society/Guild</li> <li>• Any member found not to be adhering to the Code of Ethics may be removed from the organisation</li> </ul>
<p>39) Understand and explain the term 'Statutory Regulation' and its effects on a practising therapist</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• State Regulation/recognition of the profession</li> <li>• National Occupational Standards</li> <li>• Possible National Qualifications</li> <li>• State Register of Qualified Therapists</li> <li>• Benchmarks for good practise</li> </ul>
<p>40) Understand and explain the term Continual Professional Development</p>	<p>To include:</p> <ul style="list-style-type: none"> <li>• It may be mandatory if Statutory Regulation proceeds in certain professions</li> <li>• It means that therapists are required to attend a certain amount of training hours per year in order to remain registered</li> <li>• This can be obtained by attending lectures at exhibitions/conferences organised throughout the year or additional training courses</li> </ul>