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FREE EBOOK

ENGLISH, CAREERS AND VOCATIONAL SKILLS

Skin Care Basics

Skin types, daily routines and salon facials, explained simply

INSIDE THIS BOOK

- How the skin is built
- Skin types and how to identify them
- The daily routine: cleanse, tone, moisturise
- Sun protection
- Common skin concerns and when to refer
- ...and 5 more chapters, practice questions and a glossary

Beginner

Beautician students

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Skin Care Basics

A beginner's guide for beautician students. Learn how the skin is built, how to identify each skin type, and how to plan a daily routine with cleansing, toning, moisturising and sun protection. It also covers common skin concerns and when to send a client to a doctor, ingredient basics, hygiene and patch tests, the consultation card, and a full salon facial with massage and masks.

WHO IT IS FOR	Beautician students
LEVEL	Beginner
SUBJECT AREA	English, careers and vocational skills
WHAT IS INSIDE	10 chapters, practice questions with answers, and a glossary

HOW TO USE IT

Read one chapter at a time and try the examples as you go: on a computer, at your workbench or in your notebook. The boxes give tips, safety points and short activities. When you finish, test yourself with the practice questions and check your answers at the end. Words you may not know are explained in the glossary.



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How the skin is built

The skin is the largest organ of the body. It covers and protects everything inside us, and it is the first thing a beautician works with. If you understand how it is built, you will understand why some treatments help and others harm.

The skin has three main layers, one on top of the other.

The epidermis: the outer layer

The epidermis is the thin top layer that you can see and touch. It has no blood vessels of its own.

- New skin cells are made at the bottom of the epidermis. Over a few weeks they move up towards the surface, flatten and die.
- The top of the epidermis is made of these dead, flat cells packed together. This layer, sometimes called the horny layer, acts like a wall. It keeps water in and keeps germs and dirt out.
- The dead cells slowly flake off and are replaced from below. In young adults a full turnover takes roughly a month; it becomes slower with age.
- Special cells at the base, called melanocytes, make melanin. Melanin is the pigment that gives skin its colour and helps protect it from the sun.

DID YOU KNOW

People with fair skin and people with dark skin have roughly the same number of melanocytes. The difference in colour comes from how much melanin those cells make, and what kind.

The dermis: the middle layer

The dermis is thicker and lies under the epidermis. It holds:

- **Collagen**, a protein that makes the skin strong and firm.
- **Elastin**, a protein that lets the skin stretch and spring back.
- **Blood vessels**, which bring food and oxygen to the skin.
- **Nerves**, which let us feel touch, heat, cold and pain.

- **Sweat glands**, which make sweat to cool the body.
- **Oil glands**, also called sebaceous glands, which make an oily substance called sebum that keeps skin and hair soft.
- **Hair follicles**, the small pockets from which hairs grow. The opening of a follicle on the surface is what we call a pore.

The hypodermis: the deepest layer

The hypodermis (also called the subcutaneous layer) is mostly fat. It cushions the body, keeps it warm and stores energy.

What the skin does

Job	How the skin does it
Protection	The outer wall blocks germs, dirt and some sun damage
Temperature control	Sweat cools the body; blood vessels widen or narrow
Feeling	Nerves sense touch, pressure, heat and pain
Vitamin D	Skin makes vitamin D when sunlight falls on it
Keeping water in	The outer layer and its oils slow water loss

The acid mantle

Sebum and sweat mix on the surface to form a very thin film called the acid mantle. It is slightly acidic (around pH 5), which helps the skin protect itself. Harsh soaps and too much scrubbing can disturb it, leaving skin tight, dry or irritated.

REMEMBER

The skin's outer wall is our friend. Good skin care protects it. Over-washing, rough scrubbing and strong products damage it, even when the skin looks "extra clean" afterwards.

Skin types and how to identify them

Every client's skin is different, and the right products and treatments depend on the skin type. Skin type describes mainly how much oil the skin makes and how it behaves. It is not the same as skin tone, which is the colour of the skin.

The five common skin types

Skin type	How it looks and feels
Normal	Balanced, smooth, few problems, pores not very visible
Dry	Feels tight after washing, may look dull or flaky, fine lines show easily
Oily	Shiny, especially by midday; larger visible pores; prone to blackheads and pimples
Combination	Oily in the T-zone (forehead, nose and chin) and normal or dry on the cheeks
Sensitive	Easily red, itchy or stinging with products, heat or weather changes

Sensitive skin can also be dry, oily or combination. Think of "sensitive" as an extra label.

Dry or dehydrated?

Dry skin makes too little oil. Dehydrated skin lacks water, not oil. Even oily skin can be dehydrated: it may look shiny but feel tight. Dehydration is often temporary and improves with gentle cleansing, enough moisturiser and avoiding very hot water.

How to identify a skin type

Use more than one method and put the answers together.

1. The blotting test

1. Ask the client to wash the face with a gentle cleanser and pat it dry.
2. Apply nothing to the skin. Wait about an hour.
3. Press clean blotting paper or a thin tissue on the forehead, nose, chin and each cheek.
4. Hold each paper up to the light.

What you see	Likely skin type
Oil on every area	Oily
Oil on forehead, nose and chin only	Combination
Very little oil, skin feels comfortable	Normal
No oil and skin feels tight	Dry

2. Look closely. On clean skin, use a magnifying lamp. Check pore size, shine, flakiness, redness, blackheads, pimples and fine lines.

3. Ask questions. "How does your skin feel an hour after washing?" "Does it get shiny by afternoon?" "Do products ever sting or make you red?"

EXAMPLE

Riya, 22, from Mumbai says her forehead and nose look shiny by lunchtime but her cheeks feel fine. In the blotting test, the papers from her forehead, nose and chin show oil; the cheek papers are almost clean. Under the lamp you see a few blackheads on her nose. Her skin type is combination.

Skin type can change

Skin can change with age, season, hormones, medicines and climate. Many people find their skin oilier in humid weather and drier in a north Indian winter. Check the skin type again at each visit instead of relying on old notes.

TRY THIS

Do the blotting test on yourself and two family members, following the steps exactly. Write down the result for each area of the face and decide each person's skin type.

CHAPTER 3

The daily routine: cleanse, tone, moisturise

A good routine does not need many products. It needs the right few, used every day. The basic steps are cleansing, toning (optional) and moisturising, with sun protection every morning, which has its own chapter.

Cleansing

Cleansing removes dirt, sweat, extra oil, pollution and make-up.

Cleanser type	Suits
Gel or foaming cleanser	Oily and combination skin
Cream or milk cleanser	Dry and sensitive skin
Micellar water	Removing light make-up; quick cleansing
Cleansing oil or balm	Removing make-up and sunscreen before a second cleanse

How to cleanse:

1. Tie back the hair and wash your hands.
2. Wet the face with lukewarm water. Hot water strips natural oils.
3. Massage a small amount of cleanser over the face and neck for about 30 to 60 seconds, using gentle circles.
4. Rinse well, especially along the hairline and jaw.
5. Pat dry with a clean towel. Do not rub.

At night, if the client wears make-up or a lot of sunscreen, a double cleanse helps: first an oil-based cleanser or micellar water to dissolve make-up, then the usual cleanser.

Toning

A toner is a watery liquid used after cleansing. Older toners were made to remove the last traces of cleanser and often contained a lot of alcohol. Many modern toners are gentle and add water to the skin. Rose water is a popular mild toner in India. People with dry or sensitive skin should avoid toners that are high in alcohol, as these can sting and dry the skin. Toning is a helpful step, but not an essential one.

Moisturising

A moisturiser helps the skin hold water and protects the outer wall. Every skin type needs one, including oily skin.

Moisturiser type	Suits
Gel	Oily skin, humid weather
Lotion	Normal and combination skin

Moisturiser type	Suits
Cream	Dry skin, cold weather

Apply moisturiser on slightly damp skin, straight after cleansing or toning, so that it traps the water in.

Exfoliation

Exfoliation removes dead cells from the surface so that the skin looks smoother and brighter. For most people, once or twice a week is enough. Daily scrubbing damages the outer wall. Never scrub over active pimples, cuts or sunburn.

EXAMPLE

Two sample routines. Riya (combination skin, Mumbai): morning: gel cleanser, light gel moisturiser, sunscreen. Night: micellar water to remove make-up, gel cleanser, gel moisturiser. Mr Sharma, 55 (dry skin, Delhi winter): morning: cream cleanser, rich cream, sunscreen. Night: cream cleanser, cream moisturiser, and a little extra cream on dry patches.

TIP

When a client wants to try a new product, add only one new product at a time and use it for a couple of weeks. If the skin reacts, you will know which product caused it.

Habits that help

Enough sleep, a balanced diet, drinking enough water, not smoking and gentle handling all support healthy skin. No single food or drink clears skin overnight, so be careful not to promise that.

CHAPTER 4

Sun protection

Sunlight is the biggest outside cause of skin ageing, uneven colour and dark patches. Sun protection is the most useful habit a client can learn, and it suits every skin type and every skin tone.

Two kinds of harmful rays

The sun gives off ultraviolet (UV) rays that we cannot see or feel.

- **UVB rays** mainly cause sunburn and tanning of the top layer.
- **UVA rays** go deeper. They cause tanning, dark patches and early ageing such as wrinkles and loss of firmness. UVA passes through clouds and window glass.

Both kinds can damage skin cells and raise the risk of skin cancer.

DID YOU KNOW

Darker skin has more melanin, so it burns less easily. But it still tans, still ages and is very prone to dark patches after sun exposure. Sun protection matters for Indian skin of every shade.

Understanding sunscreen labels

- **SPF** (sun protection factor) tells you mainly how well a sunscreen protects against UVB. A higher number means more protection. For daily use, many skin doctors suggest SPF 30 or higher.
- **PA rating** (PA+, PA++, PA+++ or PA++++) shows protection against UVA. More plus signs mean more protection. Many sunscreens sold in India show it.
- **Broad spectrum** means the sunscreen protects against both UVA and UVB.

Types of sunscreen

Type	How it works	Notes
Mineral (physical)	Uses zinc oxide or titanium dioxide to block and scatter rays	Often gentle on sensitive skin; may leave a white cast on darker skin; tinted versions help
Chemical (organic)	Uses filters that absorb UV rays	Usually spreads easily without a white cast

Both types work when used correctly. The best sunscreen is the one the client is happy to use every day.

How to apply it

1. Apply sunscreen as the last step of the morning routine, after moisturiser.

2. Use enough. A common guide is two finger lengths of sunscreen for the face and neck. Most people use far too little.
3. Spread it evenly over the face, ears, neck and the back of the hands.
4. Apply it about 15 minutes before going out, unless the label says otherwise.
5. Reapply about every two hours when outdoors, and after sweating, swimming or wiping the face.

EXAMPLE

Anil, a delivery rider in Jaipur, buys a 50 ml tube of sunscreen for ₹ 400 (this price is only an example). He uses about 1 ml each morning and again at lunch. That is 2 ml a day, so the tube lasts about $50 \div 2 = 25$ days, which works out to ₹ $400 \div 25 = ₹ 16$ a day. Showing a client this kind of calculation helps them plan.

Other ways to protect the skin

- Stay in the shade when the sun is strongest, roughly from late morning to mid-afternoon.
- Wear a wide hat, carry an umbrella, use sunglasses, and cover up with a dupatta, scarf or full sleeves.
- Remember that sun reflects off water, sand and concrete.

REMEMBER

Makeup with SPF is a bonus, not a replacement. People rarely apply enough foundation or powder to get the protection written on the label.

CHAPTER 5

Common skin concerns and when to refer

Clients will often ask you about pimples, dark spots and dryness. A beautician can help with gentle care and good habits. But a beautician does not diagnose diseases or prescribe medicines. Knowing when to send a client to a dermatologist (a doctor who specialises in skin) is part of being a professional.

Acne

Acne happens when pores get blocked by sebum and dead cells. Bacteria that live on the skin can then grow in the blocked pore, leading to redness and swelling.

Type	What it looks like
Blackhead	A small dark dot in an open pore; the dark colour is oil reacting with air, not dirt
Whitehead	A small white or skin-coloured bump in a closed pore
Papule	A small, red, tender bump with no visible pus
Pustule	A red bump with a white or yellow centre of pus
Nodule or cyst	A large, deep, painful lump under the skin

Salon care for mild acne: gentle cleansing, oil-free (non-comedogenic) products, sun protection and careful extraction of blackheads only. Never squeeze red or pus-filled spots; it pushes infection deeper and can leave scars and dark marks.

Pigmentation

Pigmentation means darker patches or spots on the skin.

- **Tanning:** overall darkening after sun exposure.
- **Freckles:** small, flat brown spots that darken in the sun.
- **Post-inflammatory hyperpigmentation:** dark marks left after a pimple, cut, burn or rash heals. It is very common on Indian skin and fades slowly, faster with sun protection.
- **Melasma:** brown or grey-brown patches, often on the cheeks, forehead and upper lip. It is linked to hormones and sun, and is common in women.

SAFETY

Many people in India use creams that contain steroids on their face to lighten skin or clear spots, often without knowing it. Used on the face without a doctor's advice, these can thin the skin and cause redness, acne, unwanted hair and dependence. Never recommend such a cream, and advise a client who uses one to see a dermatologist.

Dryness

Dry skin can be caused by cold or dry weather, hot water, harsh soaps, age or certain skin conditions. Gentle cleansing, a richer moisturiser and lukewarm water usually help.

When to refer to a dermatologist

Send the client to a doctor, and do not treat the area, when you see:

- painful nodules or cysts, acne that leaves scars, or acne that is spreading;
- acne that suddenly appears in an adult, or comes with irregular periods or extra facial hair;
- melasma, or any dark patch that is spreading;
- a mole that changes in size, shape or colour, bleeds, itches or looks different from the client's other moles;
- dryness with cracking, bleeding, severe itching or a rash;
- itchy, ring-shaped or scaly patches, which may be a fungal infection and can spread;
- white patches, or patches with lost sensation;
- any skin problem that does not improve after a few weeks of good care.

TIP

Use kind, calm words when referring: "I'd like a skin doctor to look at this before we treat it, so we choose the safest care for you." Never frighten a client, and never guess a diagnosis aloud.

CHAPTER 6

Reading labels: ingredient basics

A beautician needs to understand what is inside a product, not just what the packet promises. Labels can be confusing, but a few basic ideas go a long way.

How ingredients are listed

On most cosmetic labels, ingredients are listed from the largest amount to the smallest. If water (often written as Aqua) is first, the product is mostly water. Ingredients are usually written in standard international names, so you may see *Butyrospermum Parkii* instead of "shea butter".

Ingredients that moisturise

Group	What it does	Examples
Humectants	Draw water into the skin	Glycerin, hyaluronic acid, aloe vera
Emollients	Soften and smooth the skin	Plant oils, shea butter, squalane
Occlusives	Form a layer that slows water loss	Petroleum jelly, mineral oil, dimethicone
Ceramides	Support the skin's natural wall	Ceramides of various kinds

Most good moisturisers combine all three main groups.

Ingredients that exfoliate

- **AHAs** (alpha hydroxy acids), such as glycolic acid and lactic acid, loosen dead cells on the surface. They suit dull, uneven or dry skin.
- **BHA** (beta hydroxy acid), mainly salicylic acid, mixes with oil, so it can work inside pores. It suits oily and acne-prone skin.
- **Enzymes**, such as papain from papaya, gently break down dead cells and suit sensitive skin better.

These acids can make skin more sensitive to the sun, so sunscreen is essential when using them.

Other common active ingredients

- **Niacinamide** (a form of vitamin B3): helps with oiliness, uneven tone and the skin's wall. Usually gentle.
- **Vitamin C** (ascorbic acid and related forms): helps protect skin from damage and brightens dull skin. It can break down in light and air, so store it as the label says.
- **Retinol** (a form of vitamin A): helps with fine lines, uneven texture and acne. It can cause dryness and peeling at first, and makes skin more sensitive to the sun, so it is used at night. Pregnant women should not use retinol unless their doctor agrees.
- **Clays** such as kaolin and bentonite: absorb oil. Multani mitti (fuller's earth) is a traditional Indian clay.

Ingredients that cause trouble for some people

- **Fragrance** (perfume) is one of the most common causes of allergic reactions in cosmetics.

- **Strong alcohol** in large amounts can dry and sting sensitive skin.
- **Essential oils** are natural but can still irritate or cause allergies.

REMEMBER

"Natural" does not always mean safe, and "chemical" does not mean harmful. Everything, including water, is a chemical. Lemon juice is natural, yet putting it on the skin and then going into the sun can cause irritation and dark patches.

SAFETY

Never use or sell a cream with no ingredient list, or one that promises to make skin fairer in a few days. Some such creams have been found to contain harmful substances such as mercury or steroids.

Words on the front of the pack

Non-comedogenic means the product is designed not to block pores; it is helpful for acne-prone skin but not a guarantee. Hypoallergenic means the maker has tried to reduce the chance of allergy; it does not mean no one will react. Dermatologically tested tells you little unless you know what the test was.

CHAPTER 7

Hygiene, patch tests and allergies

A beautician works close to the client's face, eyes and mouth. Poor hygiene can spread infections, and an untested product can cause a painful reaction. Both are easy to prevent.

Personal hygiene

- Wash your hands with soap and water for at least 20 seconds before and after each client.
- Keep nails short and clean, and tie back long hair.
- Wear a clean apron or uniform.
- If you have a cold or cough, wear a mask, or let a colleague take the client.

Clean, disinfect, sterilise

These three words mean different things:

Word	Meaning	Example
Cleaning	Removing visible dirt and product with soap and water	Washing bowls and brushes
Disinfecting	Killing most germs on a cleaned surface	Wiping tools with 70% isopropyl alcohol or a salon disinfectant, for the time the label says
Sterilising	Killing all germs, including the toughest	Using an autoclave for metal tools

Always clean a tool before disinfecting it: germs hide under leftover product. A UV cabinet is useful for storing tools that are already clean and disinfected, but it does not replace cleaning and disinfecting.

Workstation rules

1. Use fresh towels, headbands and couch covers for every client.
2. Use disposable spatulas, cotton and tissues, and throw them away after one client.
3. Take creams out of jars with a clean spatula and put them in a bowl. Never put fingers into a jar, and never put a used spatula back in.
4. Use single-use lancets for extraction, and dispose of them safely.
5. Fill the steamer with distilled water, which prevents mineral build-up, and clean it as the maker instructs.

Do not treat a client who has a contagious condition, such as conjunctivitis (red, sticky eyes), cold sores, impetigo (crusty, oozing sores) or a fungal infection on the face. Rebook the appointment for after it has healed.

Patch tests

An allergy is when the body's defence system reacts to a substance as if it were harmful. An allergic reaction can appear hours or even a day or two after contact. Irritation is direct damage, such as stinging from a harsh product, and usually appears quickly.

A patch test checks whether a client reacts to a product before it is used on a larger area.

1. Clean a small area of skin behind the ear or on the inner elbow.
2. Apply a small amount of the product.

3. Leave it for 24 to 48 hours, or as long as the product's instructions say.
4. Ask the client to check for redness, itching, burning, swelling or bumps. If they feel burning or itching before then, they should wash it off at once.
5. Record the date, product and result on the client's card.

If there is any reaction, do not use the product. Repeat patch tests for regular clients from time to time, because allergies can develop even to a product used safely for years.

SAFETY

Swelling of the face, lips or tongue, or difficulty breathing, after any product is a medical emergency. Call 112, India's emergency number, straight away.

TIP

Some clients are allergic to latex. Keep nitrile gloves in the salon and ask about latex allergy at the consultation.

CHAPTER 8

The client consultation

A consultation is a conversation before any treatment, to understand the client's skin, health and wishes. It keeps the client safe, helps you choose the right treatment and builds trust. Never skip it, even for a regular client: health and medicines change.

Steps in a consultation

1. **Welcome the client** and explain what will happen.
2. **Ask about health:** skin conditions, allergies, pregnancy, recent illness, and any medicines or creams they use.
3. **Ask about their routine:** what products they use, how often, and how their skin reacts.
4. **Ask about their goals:** "What would you like to improve?"
5. **Look at the skin:** on clean skin, under a magnifying lamp.
6. **Recommend a treatment** and explain it simply, including any limits ("one facial will not remove these marks; sun protection will help them fade").
7. **Record everything** on the consultation card and ask the client to sign it.

Things that stop or change a treatment

Some conditions mean a treatment must be avoided or changed. These are called contraindications.

Situation	What to do
Infection, open cuts or cold sores on the face	Do not treat the area; rebook
Recent sunburn	Postpone treatment
Taking oral medicine for acne prescribed by a doctor	Avoid scrubs, peels, waxing and extraction; follow the doctor's advice
Using retinoid creams	Avoid strong exfoliation on the area
Recent peel, laser or injections	Wait until the client's doctor says it is safe
Pregnancy	Avoid strong actives and electrical treatments; use gentle products
Pacemaker or metal implants	Do not use electrical facial machines

A sample consultation card

Section	Details to record
Client details	Name, age, phone number, date
Health	Allergies, skin conditions, pregnancy, medicines and creams in use
Current routine	Cleanser, moisturiser, sunscreen and other products
Skin analysis	Skin type, concerns seen (blackheads, dryness, pigmentation), areas to avoid
Patch test	Product, date, result
Treatment given	Facial type, products, steps changed and why
Aftercare advice	What the client should do and avoid
Client consent	Signature and date

EXAMPLE

Fatima, 28, from Bengaluru, wants a facial before a family wedding next week. At the consultation she says her skin is oily, she gets a few pimples before her periods, and she started a new acne cream from her dermatologist two weeks ago. You ask the name of the cream and learn it contains a retinoid. You record this, skip the scrub and extraction, choose a gentle cleanse, a soothing gel mask and a light massage away from the active spots, and advise her to keep using her doctor's treatment and sunscreen.

REMEMBER

Client records are private. Keep cards in a locked drawer or a password-protected file, and never discuss one client's skin with another.

CHAPTER 9

The salon facial, step by step

A facial is a salon treatment that cleanses, exfoliates, nourishes and relaxes the skin of the face and neck. The exact steps depend on the client's skin type and the consultation, but the basic order stays the same.

Before the client arrives

1. Clean and disinfect the couch, trolley and tools.
2. Put fresh linen, a headband and a gown in place.
3. Set out the products, bowls, spatulas, cotton, tissues and sponges.
4. Fill the steamer with distilled water and switch it on to warm up, keeping it away from the client's face.

The steps

1. **Consultation and preparation.** Complete the consultation card. Help the client into a gown, cover the hair with a headband and remove jewellery from the face and neck.
2. **Wash your hands.**
3. **Remove eye and lip make-up** with separate cotton pads and a gentle remover. Use a fresh pad for each eye, and wipe gently.

4. **Cleanse** the face and neck with a cleanser for the skin type, using light upward and outward movements. Remove it with damp sponges or cotton.
5. **Analyse the skin** under the magnifying lamp and confirm your plan.
6. **Exfoliate** with a gentle scrub or enzyme product, using light circles. Avoid the eye area, and skip this step over pimples or sensitive skin.
7. **Steam** for a few minutes, with the steamer at a safe distance and the eyes covered with damp cotton pads. Steam softens the skin and makes extraction easier. For very sensitive or reddened skin, use a warm, damp towel instead, or skip it.
8. **Extract** blackheads and whiteheads only if needed, wearing gloves and using gentle pressure. Stop if something does not come out easily. Never extract red or pus-filled spots.
9. **Massage** with a cream or oil suited to the skin type (see the next chapter).
10. **Apply a mask** suited to the skin type and leave it for the time stated on the product.
11. **Remove the mask, tone and moisturise.**
12. **Apply sunscreen** if the client is going out in daylight.
13. **Give aftercare advice** and record the treatment on the card.

A sample timing for a 60-minute facial

Step	Minutes
Consultation and preparation	10
Cleansing and analysis	8
Exfoliation and steam	10
Extraction	5
Massage	12
Mask	10
Toning, moisturiser, sunscreen and advice	5

Aftercare advice

- Avoid heavy make-up for the rest of the day, if possible.
- Avoid strong sun, saunas and swimming for the rest of the day.
- Do not scrub or pick at the skin.

- Use sunscreen every morning.

SAFETY

Electrical facial machines run on mains power and must only be used by trained staff, following the maker's instructions. Check cables before use, keep water away from plugs and sockets, and never try to repair a machine yourself. Report any fault and stop using the machine.

TRY THIS

Practise the full facial order on a classmate without products first, saying each step aloud. Then practise again with products, and ask your classmate how each step felt.

CHAPTER 10

Massage movements and masks

Massage is often the client's favourite part of a facial. Done well, it relaxes the client, helps products spread evenly and gives a fresh, glowing look as blood flow increases for a while. Done carelessly, it can drag the skin or spread infection.

The five basic movements

Movement	What it is	Use
Effleurage	Light, smooth stroking with the palms or fingers	To begin and end a massage, to link movements, to spread product
Petrissage	Kneading, lifting and gently rolling the skin and muscles	On fleshier areas such as cheeks and jawline; avoid on sensitive skin
Friction	Small circles with firm but gentle pressure	Around the nose, chin and forehead
Tapotement	Light, quick tapping with the fingertips	To stimulate; keep it very light; avoid on sensitive or thin skin
Vibration	Fast, gentle trembling of the fingertips on one spot	To stimulate and relax in small areas

Rules for a good massage

- Warm the cream or oil in your hands first.
- Keep at least one hand in contact with the face throughout, so the client stays relaxed.
- Work mostly in upward and outward directions.
- Use the ring finger, which presses most lightly, around the eyes.
- Keep a steady rhythm and even pressure.
- Do not massage over pimples, broken skin, sunburn, infection or recent injections.

EXAMPLE

A simple sequence: effleurage from the neck up to the jaw (six times); effleurage across the forehead from the centre to the temples (six times); friction circles around the nose and chin; gentle petrissage along the cheeks; light tapotement under the cheekbones; ring-finger circles around the eyes; effleurage over the whole face to finish.

Masks

A mask is a product spread over the face and left for a short time to give a particular benefit.

Mask type	What it does	Suits
Clay mask	Absorbs extra oil	Oily and combination skin; can be used on the T-zone only
Cream mask	Softens and nourishes	Dry and normal skin
Gel mask	Cools and soothes	Sensitive, reddened or dehydrated skin
Sheet mask	A cloth soaked in serum, laid on the face	Most skin types, for quick hydration
Peel-off mask	Dries to a film that is peeled away	Normal and oily skin; avoid on sensitive skin
Rubber (alginate) mask	Mixed with water, sets into a soft rubbery layer	Most skin types; gives a cooling, firming feel

How to apply a mask:

1. Use a clean, flat brush or spatula.

2. Spread an even layer over the face and neck, working upward and outward.
3. Keep the mask away from the eyes, eyebrows and lips.
4. Leave it for the time on the product label. Do not let a clay mask dry and crack on dry skin.
5. Remove it gently with damp sponges or lukewarm water.

TIP

Many clients like traditional ingredients such as besan, haldi, curd or multani mitti. If a salon uses them, mix fresh for each client, patch test as for any product, and remember that haldi can leave a yellow stain on skin and towels.

REMEMBER

A mask is a treat, not a cure. Explain its benefits honestly, and do not promise that any mask will remove pimples, marks or wrinkles permanently.

CHECK YOURSELF

Practice questions

1. Name the three layers of the skin, starting from the outside.
2. What is melanin, and which cells make it?
3. Name four things found in the dermis and what each does.
4. What is the acid mantle, and what can disturb it?
5. What is the difference between skin type and skin tone?
6. Describe how combination skin looks and feels.
7. What is the difference between dry skin and dehydrated skin?
8. Describe the four steps of the blotting test.
9. In the blotting test, oil appears on the forehead, nose and chin only. What is the likely skin type?
10. What is a double cleanse, and when is it useful?
11. Which type of moisturiser suits oily skin, and which suits dry skin?

12. How often should most people exfoliate, and where should they never scrub?
13. What is the difference between UVA and UVB rays?
14. What do SPF and the PA rating each tell you?
15. A 60 ml sunscreen is used at 2 ml a day. How many days will it last?
16. Name four types of acne spots.
17. Why should a beautician never squeeze a pustule?
18. Give five signs that a client should be referred to a dermatologist.
19. What is the difference between a humectant and an occlusive? Give an example of each.
20. Which exfoliating acid suits oily, acne-prone skin, and why?
21. What is the difference between cleaning, disinfecting and sterilising?
22. Describe how to do a patch test.
23. What is a contraindication? Give two examples.
24. List the main steps of a salon facial in order.
25. Name the five basic massage movements.

ANSWER KEY

Answers

1. The epidermis, the dermis and the hypodermis (subcutaneous layer).
2. Melanin is the pigment that gives skin its colour and helps protect it from the sun. It is made by melanocytes at the base of the epidermis.
3. Any four, for example: collagen for strength, elastin for stretch, blood vessels for food and oxygen, nerves for feeling, sweat glands for cooling, oil glands for sebum, hair follicles for hair.
4. A thin, slightly acidic film of sebum and sweat on the skin's surface that helps protect it. Harsh soaps and too much scrubbing can disturb it.
5. Skin type describes how much oil the skin makes and how it behaves; skin tone is the colour of the skin.
6. Oily and shiny in the T-zone (forehead, nose and chin) and normal or dry on the cheeks.

7. Dry skin makes too little oil; dehydrated skin lacks water and can happen even in oily skin.
8. Wash with a gentle cleanser and pat dry; apply nothing and wait about an hour; press blotting paper on the forehead, nose, chin and cheeks; hold each paper to the light and check for oil.
9. Combination skin.
10. Cleansing twice: first with an oil-based cleanser or micellar water to dissolve make-up and sunscreen, then with the usual cleanser. It is useful at night when make-up or a lot of sunscreen was worn.
11. A gel moisturiser suits oily skin; a cream suits dry skin.
12. Once or twice a week. Never scrub over active pimples, cuts or sunburn.
13. UVB rays mainly cause sunburn; UVA rays go deeper and cause tanning, dark patches and early ageing, and pass through clouds and glass.
14. SPF shows mainly protection against UVB; the PA rating shows protection against UVA.
15. $60 \div 2 = 30$ days.
16. Any four of: blackhead, whitehead, papule, pustule, nodule or cyst.
17. Squeezing pushes infection deeper and can cause scars and dark marks.
18. Any five of: nodules or cysts, scarring acne, spreading acne, sudden adult acne or acne with irregular periods or extra hair, melasma or spreading dark patches, a changing mole, cracked or bleeding skin or a rash, ring-shaped scaly patches, white patches, or a problem that does not improve after a few weeks.
19. A humectant draws water into the skin, such as glycerin; an occlusive forms a layer that slows water loss, such as petroleum jelly.
20. Salicylic acid (a BHA), because it mixes with oil and can work inside pores.
21. Cleaning removes visible dirt; disinfecting kills most germs on a cleaned surface; sterilising kills all germs, for example in an autoclave.
22. Clean a small area behind the ear or on the inner elbow, apply a little product, leave it for 24 to 48 hours or as the instructions say, check for redness, itching, burning, swelling or bumps, and record the result.
23. A condition that means a treatment must be avoided or changed. Examples: infection on the face, recent sunburn, a pacemaker for electrical treatments.
24. Consultation and preparation, hand washing, eye and lip make-up removal, cleansing, skin analysis, exfoliation, steam, extraction, massage, mask, toning and moisturising, sunscreen, aftercare advice and record keeping.
25. Effleurage, petrissage, friction, tapotement and vibration.

Glossary

Acid mantle

the thin, slightly acidic film of sebum and sweat that protects the skin's surface.

AHA

alpha hydroxy acid, such as glycolic or lactic acid, which loosens dead skin cells.

BHA

beta hydroxy acid, mainly salicylic acid, which can work inside oily pores.

Collagen

a protein in the dermis that keeps the skin strong and firm.

Contraindication

a condition that means a treatment must be avoided or changed.

Dehydrated skin

skin that lacks water, which can happen even when it is oily.

Dermatologist

a doctor who specialises in the skin.

Dermis

the middle layer of the skin, holding collagen, blood vessels, nerves and glands.

Effleurage

light, smooth stroking used to begin, link and end a massage.

Elastin

a protein in the dermis that lets skin stretch and spring back.

Epidermis

the thin outer layer of the skin.

Exfoliation

removing dead cells from the skin's surface.

Humectant

an ingredient that draws water into the skin, such as glycerin.

Melanin

the pigment that gives skin its colour and helps protect it from the sun.

Melasma

brown patches on the face linked to hormones and sun exposure.

Non-comedogenic

designed not to block pores.

Occlusive

an ingredient that forms a layer on the skin to slow water loss.

PA rating

a label, from PA+ to PA++++, showing a sunscreen's protection against UVA.

Patch test

testing a product on a small area of skin before using it more widely.

Petrissage

kneading and lifting massage movements.

Sebum

the natural oil made by the skin's oil glands.

SPF

sun protection factor, mainly a measure of protection against UVB.

T-zone

the forehead, nose and chin, where skin is often oilier.

UV rays

invisible ultraviolet rays from the sun that can damage the skin.



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