



Literacy and numeracy profile:

Beauty Therapist

This profile identifies the literacy and numeracy tasks that are part of the role of a Beauty Therapist or Beauty Therapist trainee.

In this profile literacy includes reading, writing, speaking and listening.

This profile represents a combined skill set. Different Beauty Therapy facilities may require staff to use slightly different subsets of skills from the profile. In some instances facilities may have additional tasks and skills required of their staff. The differences will depend on the company systems and management structure.

Reading tasks

Read implies that a person reads and understands

Beauty therapists are required to read and understand some specialised technical vocabulary and abbreviations

Read signs and short texts

- Health and safety signs
- Product signage
- Company signage
- Product labels (warnings and expiry dates)
- SMS Text messages (texts from clients confirming their appointment)
- Client bookings
- Phone messages
- Salon advertising materials (promotional material for treatments and retail)

Read tables, graphs and lists

- Schedule of treatments and services offered (treatment menus)
- Daily and/or Weekly planner/roster on computer or in book

- Schedules of rooms, therapists and equipment
- Product labels (precautions, side effects, directions for use, features, benefits, active ingredients)
- Colour charts
- Maps (to visit clients if mobile or for locating cosmetic company training venues)
- Accounting information (throughput, product sales, costings, profit and loss)
- Daily, weekly and monthly target graphs or lists

Read instructions and more detailed job information

- Historical client records and notes (contact details, medical history, special considerations)
- Client notes (client preferences/concerns, skin/hair types, past treatments and treatment plans, allergies)
- Product application and usage instructions
- Manufacturers' instructions

Continued →



Reading tasks *continued...*

Read employment related information

- Job descriptions
- Employment agreement or contract
- Code of conduct and ethics/ company rules
- Company induction manual (dress code, hours of work, hygiene and workplace health and safety procedures)
- Company forms (leave forms, sick or bereavement forms, expense forms, travel claim forms, accident reports)
- Performance review forms
- Training agreements
- First aid information
- Health and safety notices (emergency evacuation procedures)

Read training material

- Handouts and product information provided by product trainer
- Beauty therapy text books
- Training materials supplied by training provider
- HITO training materials
- In-house training material

Read electronic screens

- Therapy Machines (temperature on wax pots, millampmeter on electrolysis machines, microdermabrasion)
- Point Of Sale systems
- Scales

Read diagrams

- Pictures or diagrams to explain treatments or allergic reactions to clients (for example facial mapping, anatomical charts)

Read industry publications or supplier publications

- Industry/association magazines to keep up-to-date with new initiatives, treatments and training opportunities
- Journal articles about new treatments and procedures

Read excerpts from legislation, regulations or industry standards

- Consumer Guarantees Act
- Health regulations
- Notifications from notification bodies

Writing tasks

Fill in and sign off on documents to confirm read and understood

- Induction material in training
- Health and safety notices
- Changes to company rules and procedures
- Product orders and delivery dockets

Write brief notes (either by hand or using a keyboard)

- Notes for clients describing proposed options for treatment plans
- Complete client appointment card (products used, allergies or particular preferences or problems)
- Information for others or to remind self
- Telephone messages
- Maintain personal work diary
- Develop promotional signs

Complete forms independently

- Record appointment bookings/ details (moving or changing appointment times for clients)
- Record details of products sold to client
- Enter client arrival on computer or appointment book
- Record client contact details (information such as: personal, lifestyle or medical history)
- Product invoices/order forms
- Gift or product vouchers
- Time sheets
- Leave forms
- Employee details forms

Write detailed lists

- To order products
- Stock take
- Client treatment plans

Write for training purposes

- Make notes in training sessions
- Answer written assessment questions or exams
- Complete assignments, tests or quizzes

Create drawings, diagrams or sketches

- Use a key for noting skin analysis on Face diagrams
- Use a key for noting figure on Body diagrams

Enter text or data using keyboard

- Write promotional material for mail outs
- Email responses to clients
- Update client records

Speaking and listening tasks

Listen to and follow oral instructions

- From supervisor about the day's work or proposed client treatments
- From product representative about correct use and application

Listen and respond to requests, discuss and agree when necessary

- From the client (in relation to appointments, treatment, product, general comfort)
- From supervisor or co-workers
- From product representatives

Listen to presentations

- From product representatives
- From trainers and HITO staff

Make suggestions about

- Treatments (either the current one requested or alternatives)
- Products for the client to use at home

Ask questions to clarify

- Client requests, wants and needs
- Appointment details
- If client is satisfied with the service

Listen to and clarify verbal explanations if necessary

- Client's concerns and or treatment needs are reiterated
- Client's experiences of previous treatments, services and products (this may include good and bad reactions)

Participate in meetings

- Team and company meetings (for example huddles)

Orally communicate to meet clients' expectations

- Match tone and volume to environment
- Know clients' name and details
- Consultations (outline treatment and service fees, assess clients' expectations)
- Reassure clients
- Educate clients

Order equipment or materials

- Order supplies
- Learn about new products and special promotions



Numeracy tasks

Make sense of number to solve problems

Calculate using addition and subtraction

- Calculate cost of treatments, services and products
- Accept payment by cash, cheque or credit card
- Prepare correct change
- Compare options to get the best price when ordering new supplies
- Time (count weeks to know when to make new appointment time)



- Number of appointments
- Calculate daily takings. Check that the float has appropriate notes and coins.
- Complete bank forms with the correct calculations if need to change the float
- Estimate how much a treatment with a range of services will cost

Calculate using multiplication and subtraction

- Calculate time to allow sufficient time for product to work (calculate time by quarter hour)
- Calculate GST for treatments, products and services
- Calculate salary based on a percentage of salon turnover
- Calculate average sales per transaction (selling high-value items)
- Calculate number of items sold per transaction

Use fractions and decimals

- Mix tints, emulsions, creams or other products

Reason Statistically

- Track actual sales compared to targeted sales

Measure and interpret space and shape

- Estimate quantity of product required for a particular treatment
- Estimate length (wax strips)
- Estimate how long a service will take, scheduling appointments and rooms, therapists and machines
- Estimate temperature by touch
- Estimate volume (amount of warm water needed to rinse off product residue)
- Measure specific quantities (tints, emulsions, creams or other products diluting as required)

Critical thinking tasks

- Work out best order to complete a service or treatment
- Select correct equipment or product
- Decide when to seek help
- Decide what to do if a client presents a skin, hair or nail condition that is outside your scope of practice
- Decide what to do if the product or service doesn't have the desired effect for the client
- Decide what to do if the client has an allergic reaction to the product

- Decide what to do if a client returns a product or is dissatisfied with a service.
- Work out what to do if a loyal customer wants an urgent appointment and schedule is already full, decide if the appointment book can be rearranged to maximise sales
- Understand you are providing personal care to clients when they are at their most vulnerable; understand how to protect clients' sensitivities

