



SLOVENSKI STANDARD
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Storitve kozmetičnih salonov - Zahteve in priporočila za zagotavljanje storitev

Beauty Salon Services - Requirements and recommendations for the provision of service

Dienstleistungen in Kosmetiksalons - Anforderungen an und Empfehlungen für die Dienstleistungserbringung

Services des instituts de beauté - Exigences et recommandations relatives à la fourniture de prestations

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Beauty Salon Services - Requirements and recommendations for the provision of service

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 409.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Contents

	Page
Foreword.....	3
Introduction	4
1 Scope	5
2 Terms and definitions	5
3 Competence and qualifications.....	6
3.1 General.....	6
3.2 Continuing Professional Development (CPD) and Professional Training	6
4 Beauty Salon Services	7
4.1 Treatment risk assessments	7
4.2 Professional ethics in dealing with clients	7
4.3 Personal hygiene of beauty therapist.....	7
4.4 Scheduling and appointment management	8
4.5 Client visit.....	8
4.6 Delivery of treatment	10
4.7 Delivery of treatment – Client privacy and security of client’s property	10
4.8 Post treatment procedure	11
4.9 Client satisfaction	11
4.10 Complaints	11
5 Beauty Salon	12
5.1 General.....	12
5.2 Service level commitment and appointment of Responsible Person	12
5.3 General set up requirements and risk assessments	12
5.4 Reception area	12
5.5 Establishment of the treatment area.....	13
5.6 Maintenance and hygiene of the treatment area	14
5.7 Hygiene for equipment, materials and instruments used in the delivery of the service.....	14
6 Beauty Salon Service Management	15
6.1 General.....	15
6.2 Maintenance, inspection and use of the salon, instruments and equipment	15
6.3 Handling of chemicals and hazardous substance	16
6.4 Salon cleaning & hygiene	16
7 Review and improvement of service.....	17
7.1 General.....	17
7.2 Review of service.....	17
7.3 Performance and staff appraisals	17
7.4 Planning for improvements	17
7.5 Maintenance of records	18
Annex A (informative) Examples of beauty salon service treatments	19
Annex B (informative) Template for Risk Assessment - Beauty Salon Services	21
Annex C (informative) Example of general client consent form.....	22

Foreword

This document (prEN 16708:2014) has been prepared by Technical Committee CEN/TC 409 “Project Committee - Beauty Salon Services”, the secretariat of which is held by NSAI.

This document is currently submitted to the CEN Enquiry.

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Introduction

The decision to implement the requirements and recommendations set out in this European Standard this should be taken by any provider of professional beauty salon services where the safety and satisfaction of the client is of singular importance.

Some European Countries make a distinction between wellness treatments and beauty treatments while other countries blend these principles. This European Standard applies to all of these treatments where they are provided as part of a beauty salon service.

This European Standard can be used by internal and external parties, including certification bodies to assess the ability of the beauty salon service provider to deliver a safe service to prospective clients.

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1 Scope

This European Standard provides requirements and recommendations for the provision of professional beauty salon services. These services relate to the delivery of beauty treatments regardless of where the service is delivered.

This European Standard provides requirements and recommendations for the delivery of safe beauty treatments performed by a beauty therapist. Recommendations are provided regarding client management to ensure client safety regarding any beauty treatments. The delivery of beauty salon services is limited to the boundaries of the qualification of the individual beauty therapists obtained through an accredited education provider.

Medical procedures including aesthetic surgical procedures and cosmetic injectable procedures including sclerotherapy are excluded from the scope.

Hairdressing, barbering and tattoo services are also excluded from the scope.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1

beauty salon

establishment offering beauty and wellness treatments and sales of retail beauty products related to the treatments

Note 1 to entry: In some countries licensing is required to operate a salon.

Note 2 to entry: Wellness and wellbeing are interchangeable and have the same meaning or intent.

2.2

beauty salon service(s)

treatments and services provided to clients and customers by beauty therapists

Note 1 to entry: Beauty salon services do not include any surgical or medical treatments.

2.3

beauty treatment

actions applied to the skin by a beauty therapist in order to offer benefits to the skin and contribute to the wellness and/or beauty of the client

Note 1 to entry: Actions can be provided manually and/or with the use of tools and/or equipment and/or cosmetic products.

2.4

beauty therapist

person qualified to provide services within a beauty salon

Note 1 to entry: The term beauty therapist may also refer to beautician, aesthetician or other beauty professional terms used in the industry and that meet the necessary qualification requirements of this European Standard.

2.5

responsible person

appointed person responsible for ensuring the delivery of safe beauty treatments

3 Competence and qualifications

3.1 General

Beauty therapists providing beauty salon services shall hold qualifications that are recognised by a national educational authority.

This qualification should address theory and practical skills in relation to the delivery of beauty salon services. Theory education and training should at a minimum address: anatomy and physiology, understanding common skin conditions, the role of cosmetic preparations, hygiene, sterilization and microbiology, health and safety, legislation and regulations applicable to beauty salon services, communications skills, client care, consultation skills, record keeping, which support the provision of beauty salon services.

National qualifications should be referenced to the European Qualifications Framework (EQF). Where no national qualifications exist, an accreditation of the qualification shall be carried out by an organization which represents the interests of the professional beauty sector in the region.

Minimum competence level in each treatment area shall be confirmed by an award, certificate or diploma issued by a national education authority. Where mapping or alignment with EQF exists, the level of qualification shall be, as a minimum, EQF Level 3 for basic beauty treatments, EQF Level 4 for electrical beauty treatments and massage and EQF Level 5 for advanced beauty treatments.

NOTE 1 Examples of EQF level 3 treatments can include eye lash and eye brow treatments, waxing, manicure, facials.

NOTE 2 Examples of EQF level 4 treatments can include body massage, facials using electrical equipment, electrolysis.

NOTE 3 Examples of advanced beauty treatments at EQF Level 5 can include micro-pigmentation, laser and IPL treatments.

See Annex A for a table of possible treatments provided by beauty salon services.

All beauty therapist awards, certificates or diplomas shall be displayed in the salon or be readily available. All training records shall be maintained.

3.2 Continuing Professional Development (CPD) and Professional Training

The Responsible Person shall appraise all beauty therapists that provide service in the beauty salon in line with 7.3 and develop any training plans to support CPD.

Where beauty therapists operate on their own they shall carry out a self-appraisal of their performance per 7.3 and identify any continuing professional development training needs. CPD is an enhancement of existing qualifications.

Beauty therapists shall undertake and record participation in continuing professional development activities on an annual basis. CPD records shall demonstrate activities undertaken which may be considered as continuing professional development. These can include but are not limited to; beauty treatment training (cosmetic training, product training, equipment training) and non-technical training (e.g. IT or business skills, attendance at trade exhibitions, writing an article for a published journal and research activity).

NOTE Manufacturers training on product/equipment may be considered as part of CPD.

4 Beauty Salon Services

4.1 Treatment risk assessments

Beauty therapists shall provide treatments within the scope of their qualification and competence level in different treatments. At a minimum the beauty salon shall have insurance covering client treatments.

It is important that the beauty therapist knows and understands the limits of any treatment offered and the associated risks and where necessary the client should be advised to seek the opinion of a health care professional e.g. a dermatologist or medical practitioner. A Risk assessment shall be carried out for all treatments to be provided in the salon. This shall determine the necessary controls required for the provision of safe beauty salon services. Assessments shall address all risks relating to the use of products and equipment. Potential risks relating to client health history factors should also be considered and in particular as part of client consultations, see 4.5.2.

A record of all treatment risk assessments shall be maintained.

See Annex B for a sample risk assessment form.

4.2 Professional ethics in dealing with clients

Salons shall document their policy regarding professional ethics and confidentiality in dealing with clients. This policy shall address at a minimum:

- informing clients of the limits of treatments and potential risks;
- treatment of minors and other vulnerable adults;
- referral of the client to a health care professional;
- identifying which client data shall be considered confidential and the secure storage of such data;
- storage and maintenance of client data such as contact details and health history.

NOTE National legislation where it exists needs to be considered in particular areas such as treatment of minors and data protection.

4.3 Personal hygiene of beauty therapist

The salon shall document its procedure for good hygiene practices for the beauty therapist to address at least the following:

- use of soap and/or hand sanitizing products to sanitize hands prior to treatment;
- use of appropriate uniform for beauty therapists including maintenance and level of cleanliness expected;
- use of appropriate protective equipment such as disposable gloves, aprons, goggles during treatments where deemed necessary based on treatment risk assessment i.e. possible contact with bodily fluids;
- maintenance and replacement of any protective equipment used;
- personal appearance of the beauty therapist to address at least the following:
 - appropriate personal presentation depending on the treatment provided e.g. use of make-up, trimming of nails and use of nail varnish, jewellery, tying up hair, covering cuts and abrasions appropriately etc.

prEN 16708:2014 (E)

The Responsible Person shall ensure that all staff are trained and aware of the good hygiene practices that apply in the beauty salon or mobile service. All beauty therapists are responsible for adhering to the hygiene practices established. The Responsible Person shall ensure any uniform and protective equipment as identified per the treatment risk assessment is used by the therapist.

4.4 Scheduling and appointment management

The salon shall have a system in place to manage and schedule appointments and to maintain client contact details. This system should ensure that client/beauty therapist ratios are proportionate to the level of appointments.

Staff shall ensure that client requirements are identified and a recommendation regarding the appropriate treatment is provided following a review of the client's previous treatment history at the salon (where it exists). Clients shall be advised of any pre-treatment testing or preparation necessary in advance of scheduling the treatment. In scheduling an appointment client information and contact details shall be recorded and the details of the appointment confirmed with the client.

In scheduling appointments consideration shall be given to pre and post treatment set up and preparation and any pre-treatment testing.

4.5 Client visit**4.5.1 General**

All clients shall be dealt with in a courteous and professional manner at all times. On arrival they shall be welcomed and the details of their treatment confirmed including the name of the beauty therapist who will be working with them. Any specific client requirements identified at this time shall be noted and the beauty therapist informed. If the client arrives early or there are any delays the client should be brought to a suitable waiting area with seating. The client shall be informed of any reasons for the delay and when they can expect to be treated.

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4.5.2 Client consultation

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A private comfortable area shall be available for the initial consultation with the client. The beauty therapist shall provide advice or a recommendation on the type of treatment as well as highlight any possible contra-indications and contra-actions. Factors to be addressed includes the following:

- providing recommendations on the appropriate treatments and explaining what is involved;
- providing a explanation about the treatment to be provided, outlining any possible side effects or highlighting any known contra-indications;
- providing information on costs of treatment(s) and any potential after care;
- asking questions about skin care methods used by client at home and beauty treatments in beauty salons;
- finding out about clients health history including previous treatments, medications and supplements which could interfere with any beauty treatment;
- discussing client feedback and complaint procedures;
- ensuring client confidentially.

Other factors that contribute to the clients experience include:

- positioning of client ensuring their comfort;
- listening attentively to the client to determine their needs and expectations
- asking open questions.

In offering any beauty therapy service the beauty therapist shall ensure that the client understands how results will be achieved according to individual needs and expectations. Clients should be encouraged to ask questions.

The client shall be informed by the beauty therapist of all contra-indications which may apply to their beauty treatment. Any contra-indications for each treatment must be discussed with the client prior to the treatment-taking place.

For advanced or beauty treatments where there is a high risk of injury, the client should be granted a minimum of a 24 hours period of time for consideration after having been informed about the risks and/or contra-indications, possible contra-actions and after care.

The need for any follow up appointments and aftercare advice (if required) shall be explained to the client before the service is provided.

A record of the consultation with client addressing all the above shall be maintained and signed by the client and the beauty therapist. This shall be updated and signed as necessary after each treatment for example changes to health history etc. Where a change is reported by the client to their health history and/or medication a review of the proposed treatment programme for the client shall be carried out and client, consent needs to be re-confirmed. (standards.iteh.ai)

See Annex C for a sample general client consent form.

The beauty therapist shall ensure all client records are treated as confidential and maintained in accordance with relevant data protection legislation.

4.5.3 Pre-treatment testing

Pre-treatment testing shall be carried out where the product manufacturer recommends such a test in their instructions or where the risk assessment for a treatment specifies pre-treatment testing. Pre-treatment testing shall take place at least 24 hours before treatment or in accordance with manufacturer's instructions. Where the manufacturer specifies pre-treatment test methods this shall be followed at a minimum. Pre-treatment testing can include, but is not limited to

- skin sensitivity tests (product),
- thermal tests to determine reaction to hot and cold stimuli,
- tactile test to determine client reaction to stimuli,
- sample treatments.

NOTE Sample testing can include patch testing.

The test and the outcome shall be recorded in the client record. Any visible reaction on the skin is considered as a positive result and shall exclude treatment.

Pre-treatment testing based on treatment requirements shall be carried out for each client at least once annually. Where a change to a client's health history and/or medication is reported or where there is a change to the clients treatment programme, pre-treatment testing shall be carried out again.