



**SLOVENSKI STANDARD**  
**SIST EN 17226:2019**

**01-september-2019**

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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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**ICS:**

03.080.30      Storitve za potrošnike      Services for consumers

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EUROPEAN STANDARD

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

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

Dienstleistungen in Kosmetiksalons - Anforderungen an und Empfehlungen für die Dienstleistungserbringung

This European Standard was approved by CEN on 28 September 2017.

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

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**EN 17226:2019 (E)****European foreword**

This document (EN 17226:2019) has been prepared by Technical Committee CEN/TC 409 "Beauty Salon Services", the secretariat of which is held by NSAI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by January 2020, and conflicting national standards shall be withdrawn at the latest by January 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document has been sent to the Enquiry as prEN 16708.

Compliance with national and EU regulations that apply to the establishment and provision of beauty salon services is the responsibility of the organization offering such services. Compliance with this European Standard does not ensure in itself compliance with national and EU regulations that may apply to this service.

This European Standard was drafted by beauty and wellness professionals. The services can be provided by beauty therapists related to the following NACE codes: 9602 (beauty treatments) and 9604 (body treatments).

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An amendment is currently being prepared by CEN/TC 409 "Beauty Salon Services" to add further clarification of the requirements covering advanced beauty treatments included in sub-clause 4.2 of this European Standard.

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According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

The aim of this standard is to set out requirements and recommendations for good practice in professional beauty salon services where the safety and satisfaction of the client is important.

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 services where they are provided by a beauty therapist.

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**EN 17226:2019 (E)****1 Scope**

This document 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 document provides requirements and recommendations for the delivery of beauty treatments performed by a suitably qualified beauty therapist. Recommendations are provided for client management to ensure client safety during any beauty treatments. The delivery of beauty salon services is limited to the boundaries of the qualification of the individual beauty therapists obtained through a recognized education provider.

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

Hairdressing, barbering and body art tattooing services are also excluded from the scope of this document.

**2 Normative references**

There are no normative references in this document.

**3 Terms and definitions**

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

**3.1****beauty salon**

establishment offering beauty and wellness treatments and the sale of retail beauty products

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.

**3.2****beauty salon service(s)**

beauty and/or wellness treatment(s) and service(s) provided to clients or customers by qualified beauty therapists

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

**3.3****beauty treatment**

actions applied to the skin, hair and nails by a beauty therapist in order to offer benefits 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.



**3.4****beauty therapist**

person holding a qualification obtained and recognised by an educational authority to provide beauty and/or wellness treatments 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 which meet the necessary qualification requirements of this European Standard.

**3.5****responsible person**

appointed person responsible for managing beauty therapy staff in charge of the delivery of beauty salon services within the beauty salon

Note 1 to entry: The responsible person can be the salon owner or a person appointed by the owner.

**3.6****continuing professional development****CPD**

set of activities undertaken by an individual professional in order to maintain professional competence, knowledge and skill

Note 1 to entry: Professional bodies may specify the types of activities suitable for attaining CPD points and can give guidance on what is approved for CPD nationally.

[SOURCE: ISO/IEC/TR 29154:2013, 3.4, modified — Note 1 to entry has been added.]

**3.7****contra-actions**

unwanted and/or undesirable reactions that arise from beauty treatment

Note 1 to entry: Contra-actions should not be confused with normal and expected reactions, e.g. hyperaemia following waxing application.

**3.8****contra-indications**

known condition of client that prevents a beauty treatment from being offered by a beauty therapist

**3.9****mobile beauty treatment**

beauty treatment provided by a qualified beauty therapist delivered in an area outside an established beauty salon

Note 1 to entry: Some beauty treatments can be provided outside an established salon, e.g. in the client's home provided that the beauty therapist has considered the possible risks relating to the specific beauty treatment.

## EN 17226:2019 (E)

## 4 Competence and qualifications

### 4.1 General

Beauty therapists providing beauty salon services shall obtain qualifications that are recognized and/or approved by a national authority and/or approved educational authority.

The qualification shall address theory and practical skills in relation to the delivery of beauty salon services. Theory education and training shall at a minimum address:

- anatomy and physiology;
- understanding common skin conditions;
- the role of cosmetic preparations;
- hygiene and cross contamination safety including sterilization;
- legislation and regulations applicable to beauty salon services.

A minimum competence level for each beauty treatment offered shall be confirmed by an award, certificate or diploma issued or recognized by a national authority and/or educational authority.

Practical skills and training shall address the following as a minimum:

- communication skills including client care; and
- consultation skills and record keeping which support the provision of beauty salon services.

All beauty therapist's awards, certificates or diplomas shall be readily available and should be displayed in the salon.

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Apprentice beauty therapists shall only carry out beauty treatments on clients under the supervision of a qualified beauty therapist and appropriate to the level of their experience, training and/or qualification.

Where a national qualification framework exists it should be referenced to the European Qualification Framework (EQF).

Where no national qualifications exist, the qualification should be delivered by an accredited organization.

Where there is no accredited organization available qualifications should be delivered by an organization that represents the interest of the professional beauty sector. It is recommended that the level of qualification should be EQF Level 3 for basic beauty treatments and EQF Level 4 for electrical beauty treatments and massage.

For the advanced beauty treatments the level of qualification shall be EQF Level 5/6 or equivalent.

**EXAMPLE 1** Examples of EQF level 3 beauty treatments can include eyelash and eyebrow treatments, waxing, manicure, facials.

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

See Table A.1 in Annex A for a list of possible beauty treatments provided by beauty salon services, including the recommended EQF level.

**NOTE** Mapping of national qualifications to the EQF can be determined by national qualification authorities in each country.

## 4.2 Continuing professional development (CPD) and professional training

CPD is an activity undertaken to enhance existing professional qualifications.

The responsible person shall appraise all beauty therapists that provide services in the beauty salon in line with 7.3 and develop training plans to support CPD.

Where beauty therapists operate independently, they shall carry out a self-appraisal of their performance as per 7.3 and identify their CPD training needs. 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 (e.g. cosmetic training, product training, equipment training) and non-technical training (e.g. IT or business skills, beauty seminars, writing an article for a published journal and research activity).

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

## 5 Beauty salon services

### 5.1 General

Beauty therapists shall provide beauty treatments within the scope of their qualification and competence level in different treatments and in a salon area established in accordance with the requirements and recommendations of this European Standard.

A beauty therapist can provide beauty treatments outside an established beauty salon i.e. a mobile service; however, the relevant requirements and recommendations of this European Standard shall apply to any mobile service.

See Annex A for the recommended level of qualification for example beauty treatments.

### 5.2 Treatment risk assessments

#### 5.2.1 General

Beauty therapist should know and understand the limits of any beauty treatment offered and the associated risks. 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 types of beauty treatments to be provided in the salon. This shall determine the necessary controls required for the provision of beauty salon services. Assessments shall address all risks relating to the use of products and equipment. Potential risks relating to contra-indications for each beauty treatment should also be considered in order to perform personalised assessment before providing beauty services, see also 5.10.2.

Where a mobile service is being offered, a risk assessment shall be carried out for mobile beauty treatments. The service shall only be provided where all client safety issues have been addressed.

NOTE Not all beauty salon services are suitable for a mobile service.

A record of all beauty treatment risk assessments shall be maintained.

All beauty therapists shall be aware of the risks associated with each beauty treatment and the control measures implemented by the salon to address the identified risks.

See Annex B for a sample risk assessment form.

**EN 17226:2019 (E)****5.2.2 Insurance**

The salon shall provide insurance to cover treatment liability and also any other liabilities where the salon may be responsible.

**5.3 Professional ethics in dealing with clients**

Beauty salons shall develop and implement a policy regarding professional ethics and confidentiality in dealing with clients. This policy should address the following as a minimum:

- informing clients of the limits of beauty treatments, contra-indications and contra-actions;
- treatment of minors and other vulnerable persons in accordance with national regulations;
- refusal to provide service when treatment is inappropriate;
- when to seek the opinion of a health care professional;
- identifying which client data shall be considered confidential and the secure storage of such data; and
- storage and maintenance of client data such as contact details.

This policy should be documented.

**6 Beauty salon**

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**6.1 General**

The requirements and recommendations for the establishment, maintenance and day-to-day running of a beauty salon are set out in 6.2 to 6.9 below:

**6.2 Appointment of responsible person**

The salon service provider shall appoint a named responsible person, responsible for the day-to-day operation of the salon. This person shall ensure that all requirements of this European Standard are met and that all applicable national legislation and regulatory requirements are identified and complied with.

Where the beauty salon service is provided by a sole trader, that individual is deemed to be the responsible person. The responsible person may appoint others to help in this role but ultimate responsibility for meeting the requirements of this European Standard lies with the responsible person.

**6.3 General set-up requirements**

Treatment areas shall be designated and separate from other areas of the salon such as staff, storage, reception and laundry areas. There shall be adequate toilet facilities for staff and clients. Where required, shower facilities shall be provided.

Hazardous substances and equipment shall require separate storage. See 7.3 for more information on handling and storage of chemicals and hazardous waste.

Cosmetic products shall be stored and used in accordance with manufacturer's recommendations.

Where a mobile service is provided it is the responsibility of the beauty therapist to determine if the treatment area provided by the client is suitable. A risk assessment shall be carried out prior to setting up the beauty treatment equipment to ensure the safety of the client. Mobile service providers shall be