

COSMETOLOGY AND RELATED SERVICES, 12.0400.00

The knowledge and technical skill standards were validated by the Skill Standards Validation Committee on February 14, 2013 and approved by the Arizona Skill Standards Commission on April 9, 2013.

STANDARD 1.0 DEMONSTRATE SAFE WORK PRACTICES

- 1.1 Identify the responsibilities of professionals to create and maintain a safe work environment for self and clients
- 1.2 Explain emergency procedures to follow in response to workplace accidents
- 1.3 Wear protective clothing and use protective gear to ensure personal safety
- 1.4 Describe universal precautions and their importance
- 1.5 Apply Arizona state laws and regulations for exposure to blood and body fluids
- 1.6 Use the referral technique for medical treatment when a disorder or disease is noticed
- 1.7 Comply with Occupational Safety and Health Administration (OSHA) standards, e.g. the Hazard Communication Standard (hazcom), and Safety Data Sheets (SDS)
- 1.8 Perform clear labeling of containers of all materials
- 1.9 Use, maintain, clean, disinfect, and regularly inspect all tools and equipment following safety guidelines and manufacturer's instructions
- 1.10 Identify emergency and evacuation plans

STANDARD 2.0 APPLY INFECTION CONTROL AND SAFETY STANDARDS ACCORDING TO ARIZONA STATE BOARD OF COSMETOLOGY (ABOC) GUIDELINES

- 2.1 Set up facility and work areas to meet best practices and safety standards
- 2.2 Mix and use disinfectants following manufacturers' instructions
- 2.3 Determine levels of infection control and methods of decontamination for tools, facilities, and people
- 2.4 Apply wet disinfection procedures to tools and implements
- 2.5 Apply dry storage methods for pre-disinfected tools and implements
- 2.6 Sanitize electrical equipment following manufacturers' instructions
- 2.7 Use recommended techniques to laundry and store towels, sheets, lab jackets, and capes
- 2.8 Follow hand-washing procedures and use sanitizer before servicing clients
- 2.9 Comply with state and federal regulations for infection control and disease prevention (CDC)
- 2.10 Identify and apply the OSHA Bloodborne Pathogens Standard (29CFR-1910.1030) applicable to the cosmetology environment
- 2.11 Identify and apply the OSHA Hazard Communications Standard (29CFR-1910.1200) applicable to the cosmetology environment

STANDARD 3.0 IDENTIFY CHEMICALS AND THEIR USAGE

- 3.1 Describe chemicals and their effect on hair, skin, and nails
- 3.2 Follow procedures to ensure accurate use of all products
- 3.3 Store and dispose of chemicals according to guidelines in the Safety Data Sheets

STANDARD 4.0 DEMONSTRATE SCALP AND HAIR TREATMENTS

- 4.1 Prepare and consult with client
- 4.2 Analyze hair and scalp, including the identify of disorders and diseases, and select product and treatment
- 4.3 Apply hair treatment
- 4.4 Apply scalp-care treatment
- 4.5 Perform scalp manipulations
- 4.6 Shampoo and rinse hair

STANDARD 5.0 DEMONSTRATE HAIRCUT TECHNIQUES

- 5.1 Prepare and consult with client
- 5.2 Use shears, razors, or clippers and texturing techniques

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- 5.3 Trim beard, mustache, and sideburns
- 5.4 Cut wig or hairpiece
- 5.5 Perform wet and dry cuts
- 5.6 Edge and clean neckline using bone structure of head and texture of hair

STANDARD 6.0 DEMONSTRATE CHEMICAL TEXTURIZING TECHNIQUES

- 6.1 Prepare and consult with client
- 6.2 Analyze hair and scalp and select chemical and technique
- 6.3 Apply protective base at hairline, scalp, and ears
- 6.4 Perform texturing technique, e.g. rod placement service, permanent wave, or hair-relaxing
- 6.5 Perform readiness test, e.g. test curl test
- 6.6 Complete rinsing, blotting, and neutralizing techniques
- 6.7 Correct problems associated with permanent waving and hair-relaxing treatments

STANDARD 7.0 DEMONSTRATE STYLING TECHNIQUES

- 7.1 Prepare and consult with client
- 7.2 Perform wet hairstyling techniques, including roller and wave placement
- 7.3 Complete style using a variety of techniques
- 7.4 Perform thermal styling techniques
- 7.5 Perform specialized styling techniques, e.g. braiding and extensions

STANDARD 8.0 DEMONSTRATE HAIR COLOR TECHNIQUES

- 8.1 Prepare and consult with client
- 8.2 Perform FDA- and state-mandated patch test to determine sensitivity to product
- 8.3 Determine level of natural hair color
- 8.4 Select product and application technique
- 8.5 Perform product color mixing
- 8.6 Perform temporary, semi-permanent, permanent, or decolorizing procedure
- 8.7 Remove product from skin
- 8.8 Create special hair color effects
- 8.9 Perform corrective hair color service

STANDARD 9.0 DEMONSTRATE MORPHOLOGY AND TREATMENT OF THE NAIL

- 9.1 Consult with client to determine nail service, including the identify of nail diseases and disorders
- 9.2 Prepare client for selected nail service
- 9.3 Perform nail technology modalities and procedures

STANDARD 10.0 DEMONSTRATE MORPHOLOGY AND TREATMENT OF THE SKIN

- 10.1 Prepare and consult with client
- 10.2 Analyze skin for treatment
- 10.3 Recognize skin diseases and disorders
- 10.4 Perform selected facial service
- 10.5 Shape eyebrows
- 10.6 Apply makeup
- 10.7 Perform extraction technique
- 10.8 Perform skin modalities and treatments
- 10.9 Perform lash and eyebrow tinting
- 10.10 Apply artificial eyelashes

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STANDARD 11.0 DEMONSTRATE PROFESSIONAL SKILLS

- 11.1 Comply with city, county, state, and federal regulations
- 11.2 Perform reception desk duties, including customer service and scheduling
- 11.3 Promote hair care by using and retailing professional products
- 11.4 Determine payment and provide change for payment of services
- 11.5 Create sales and tip records
- 11.6 Perform dispensary duties, including inventory control
- 11.7 Explain salon policies and resolve client conflicts with supervisors
- 11.8 Record information on client record card and maintain filing system
- 11.9 Complete task sheet for end of shift

STANDARD 12.0 DEMONSTRATE ORAL COMMUNICATION SKILLS

- 12.1 Use questioning techniques to obtain needed information for client consulting
- 12.2 Interpret oral and nonverbal communication of clients
- 12.3 Apply active listening skills during communications
- 12.4 Communicate using culturally sensitive language for a diverse clientele
- 12.5 Perform good customer relations and telephone etiquette

STANDARD 13.0 EXAMINE THE IMPORTANCE OF ENTREPRENEURSHIP

- 13.1 Identify factors that contribute to success of a salon, including personal traits
- 13.2 Compare and contrast advantages and disadvantages of sole proprietorships, partnerships, and corporations
- 13.3 Describe components of a business plan, including a floor plan
- 13.4 Identify laws, rules, and regulations of the Arizona State Board of Cosmetology for state compliance
- 13.5 Identify licensing, certification, and industry credentialing requirements in salon ownership
- 13.6 Identify business skills needed to operate a business
- 13.7 Perform knowledge of business finances
- 13.8 Analyze the relationship of customer service and customer satisfaction to the success of business

STANDARD 14.0 USE INFORMATION TECHNOLOGY TOOLS

- 14.1 Identify personal information management (PIM) applications to increase workplace efficiency
- 14.2 Apply computer software and applications to access, create, manage, integrate, and store information (e.g. word processing, spreadsheets, electronic calendar, email, and Internet access)
- 14.3 Demonstrate basic computer hardware skills

STANDARD 15.0 DEMONSTRATE MATHEMATICS KNOWLEDGE AND SKILLS

- 15.1 Identify math skills as they apply to cosmetology services
- 15.2 Draw, read, and report using graphs, charts, and tables
- 15.3 Measure time, temperature, distance, capacity, and mass/weight
- 15.4 Make, use, and convert weights and measures using both traditional and metric units
- 15.5 Organize and communicate results obtained by observations and experimentation
- 15.6 Differentiate between a digital clock and an analog clock
- 15.7 Convert to and from 12-hour time format and 24-hour format
- 15.8 Analyze and apply data and measurements to solve problems in the cosmetology environment

STANDARD 16.0 SOLVE PROBLEMS BY ANALYZING AND APPLYING DATA AND MEASUREMENTS

- 16.1 Develop scientific recommendations based on data
- 16.2 Identify science as it applies to decontamination and infection control
- 16.3 Identify chemistry as it applies to products used in the salon

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- 16.4 Identify science as it applies to anatomy and physiology
- 16.5 Identify science as it applies to electricity and light therapy to perform appropriate treatment
- 16.6 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings

STANDARD 17.0 DEMONSTRATE LANGUAGE ARTS KNOWLEDGE AND SKILLS

- 17.1 Locate, comprehend, and evaluate oral and written information
- 17.2 Draft, revise, and edit written documents using correct grammar, punctuation, and vocabulary
- 17.3 Present information formally and informally for specific purposes and audiences in oral and written formats
- 17.4 Use cosmetology terminology as appropriate

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