Estheticians, Electrologists and Related Occupations

NOC 6482

Introduction

Workers in this unit group provide facial and body treatments designed to enhance an individual's physical appearance. They are employed in beauty salons, electrolysis studios, scalp treatment clinics and other similar establishments or they may be self-employed.

The most important Essential Skills for Estheticians, Electrologists and Related Occupations are:

- Numeracy
- Oral Communication
- Problem Solving
- Job task planning and organizing

Document Sections

- Reading Text
- Document Use
- Writing
- Numeracy
- Oral Communication
- Thinking Skills
    - Problem Solving
    - Decision Making
    - Critical Thinking
    - Job Task Planning and Organizing
    - Significant Use of Memory
    - Finding Information
- Working with Others
- Computer Use
- Continuous Learning
- Notes

A. Reading Text

Reading Text

Tasks	Complexity Level	Examples
Typical	1 to 3	Estheticians, Electrologists and Related Occupations: • read directions on products and equipment. (1) • read client charts for information, such as clients' preferences, skin types and past treatments. (1) , (daily) • read magazines and promotional material from suppliers, such as pamphlets or letters, to learn about new products and techniques. (2)
Most Complex	1 to 3	• read fact sheets on chemical products for information about their compositions, use and emergency first-aid procedures. (2) • may refer to their textbooks when dealing with unfamiliar or unusual problems. (3)

Reading Summary

The symbols >, >> and >>> are explained in the Use of Symbols section.

	Purpose for Reading			
Type of Text	**To scan for specific information/To locate information**	**To skim for overall meaning, to get the 'gist'**	**To read the full text to understand or to learn**	**To read the full text to critique or to evaluate**
Forms	>			
Labels	>>	>	>	
Notes, Letters, Memos	>>	>>	>	
Manuals, Specifications, Regulations	>>	>	>>	
Reports, Books, Journals	>>	>>>	>>	

B. Document Use

Document Use

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • use appointment books to schedule clients and to prepare for incoming clients. (1) , (daily) • read labels on products. (1) • may use product or colour charts when mixing cosmetics or making recommendations to clients. (2) , (weekly) • may read equipment catalogues when purchasing new equipment. (2)
Most Complex	1 to 3	• may complete client record forms with information such as treatments, products used, particular problems and allergies. They refer to these records when preparing for incoming clients. (2) • obtain technical information from diagrams, for example, diagrams of a hair follicle, foot or toes, and use diagrams to explain treatments to clients. (3)

Examples

- prepare customized tattoo sketches.
- draw to scale, using pen and paper or needles on the skin, measuring to ensure that both sides of a tattoo design are equal.

Document Use Summary

- Read signs, labels or lists.
- Complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or text of a paragraph or more. The list of specific tasks varies depending on what was reported.
- Read completed forms containing check boxes, numerical entries, phrases, addresses, sentences or text of a paragraph or more. The list of specific tasks varies depending on what was reported.
- Read tables, schedules or other table-like text (e.g., read work shift schedules).
- Enter information on tables, schedules or other table-like text.
- Recognize common angles such as 15, 30, 45 and 90 degrees.
- Draw, sketch or form common shapes such as circles, triangles, spheres, rectangles, squares, etc.
- Take measurements from scale drawings.
- Draw to scale.
- Read schematic drawings (e.g. electrical schematics).
- Make sketches.
- Obtain information from sketches, pictures or icons (e.g., computer toolbars).

C. Writing

Writing

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • may record appointments, writing the names, telephone numbers and needed services of clients. (1) • record information on personal, lifestyle and medical history during consultations with new clients. (2)
Most Complex	1 to 3	• update client files after each appointment, describing the treatments performed. (2) , (daily) • may write letters to suppliers about product quality. (2) • may write advertisements to publish in newspapers or copy for brochures to promote their business. (3)

Writing Summary

The symbols >, >> and >>> are explained in the Use of Symbols section.

	Purpose for Writing						
Length	**To organize/ to remember**	**To keep a record/to document**	**To inform/ to request information**	**To persuade/ to justify a request**	**To present an analysis or comparison**	**To present an evaluation or critique**	**To entertain**
Text requiring less than one paragraph of new text	>>>	>>>	>>				
Text rarely requiring more than one paragraph	>	>>	>		>		
Longer text			>				

D. Numeracy

The symbols >, >> and >>> are explained in the Use of Symbols section.

Numeracy

Tasks	Complexity Level	Examples
>>> Money Math	1 to 3	Estheticians, Electrologists and Related Occupations: • accept payment by cash, cheque or credit card and make change. (Money Math), (1) , (daily)
>>> Scheduling, Budgeting & Accounting Math	1 to 2	• total bills for services and products. This may involve applying an hourly rate, subtracting discounts and adding applicable taxes. (Money Math), (3) , (daily) • may schedule appointments, taking into account the time needed for different services. (Scheduling, Budgeting & Accounting Math), (1)
>>> Measurement and Calculation Math	1	• may make entries in bookkeeping ledgers. (Scheduling, Budgeting & Accounting Math), (1) • may determine how many packages of supplies, such as scalpels, to buy based on the number of units required and the number of units per package. (Scheduling, Budgeting & Accounting Math), (2) • may measure specified amounts of emulsions, creams, sterilants and other products, diluting as specified. (Measurement and Calculation Math), (1)
>>> Numerical Estimation	1 to 2	• estimate by sight quantities of powder and volumes of liquid needed to mix products. (Numerical Estimation), (1) • may estimate the time or number of sessions needed to complete a particular treatment. (Numerical Estimation), (2)

Math Skills Summary

a. Mathematical Foundations Used

The symbols >, >> and >>> are explained in the Use of Symbols section.

Mathematical Foundations Used

Code	Tasks	Examples
	Number Concepts	
>>>	Whole Numbers	Read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, counting supplies.
>	Rational Numbers - Fractions	Read and write, add or subtract fractions, multiply or divide by a fraction, multiply or divide fractions. For example, preparing product mixtures.
>>>	Rational Numbers - Decimals	Read and write, round off, add or subtract decimals, multiply or divide by a decimal, multiply or divide decimals. Use decimals mainly to refer to dollars and cents. For example, adding bills, receiving payment, making change.
>>>	Rational Numbers - Percent	Read and write percents, calculate the percent one number is of another, calculate a percent of a number. For example, calculating taxes when preparing invoices.
	Patterns and Relations	
>	Use of Rate, Ratio and Proportion	Use a ratio showing comparison between two quantities with the same units. Use a proportion showing comparison between two ratios or rates in order to solve problems. For example, mixing emulsion and water given a ratio. Using scale drawings.
	Shape and Spatial Sense	
>	Measurement Conversions	Perform measurement conversions. For example, converting ounces to millilitres. Recognizing common angles. Drawing, sketching and forming common forms and figures.
	Statistics and Probability	
>	Summary Calculations	Calculate averages. For example, calculating average monthly sales. Using tables, schedules or other table-like text. Using graphical presentations.

b. How Calculations are Performed

- In their heads.
- Using a pen and paper.
- Using a calculator.

c. Measurement Instruments Used

- Time. For example, using a watch or timer.
- Weight or mass. For example, using a scale.
- Liquid volume. For example, using a measuring cup or graduated cylinder.
- Temperature. For example, using a thermometer.
- Use the SI (metric) measurement system.
- Using the imperial measurement system.

E. Oral Communication

Oral Communication

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • speak with suppliers to place orders and to discuss client satisfaction with products. (1) • speak with clients in person and by telephone to schedule appointments and promote new business. (1) • may communicate with co-workers to co-ordinate shared office tasks such as sterilizing equipment. (1)
Most Complex	1 to 2	• greet clients, discuss their needs, recommend products or services, build their trust and reassure them when treatments cause discomfort. (2) , (daily) • may participate in staff meetings. (2)

Modes of Communication Used

- In person.
- Using a telephone.

Environmental Factors Affecting Communication

Significant environmental factors affecting oral communication were not reported by job incumbents.

Oral Communication Summary

The symbols >, >> and >>> are explained in the Use of Symbols section.

	Purpose for Oral Communication (Part I)					
Type	**To greet**	**To take messages**	**To provide /receive information, explanation, direction**	**To seek, obtain information**	**To co-ordinate work with that of others**	**To reassure, comfort**
Listening (little or no interaction)		>	>			
Speaking (little or no interaction)						
Interact with co-workers		>	>>	>>	>>	
Interact with those you supervise or direct			>	>		
Interact with supervisor/ manager			>>	>>		
Interact with peers and colleagues from other organization						
Interact with customers/ clients/ public	>>>	>	>>>	>>>		>>>
Interact with suppliers, servicers	>		>>	>>		
Participate in group discussion			>	>		
Present information to a small group			>			
Present information to a large group						

The symbols >, >> and >>> are explained in the Use of Symbols section.

	Purpose for Oral Communication (Part II)					
Type	**To discuss (exchange information, opinions)**	**To persuade**	**To facilitate, animate**	**To instruct, instill understanding, knowledge**	**To negotiate, resolve conflict**	**To entertain**
Listening (little or no interaction)						
Speaking (little or no interaction)						
Interact with co-workers	>>			>		
Interact with those you supervise or direct				>		
Interact with supervisor/ manager	>>				>	
Interact with peers and colleagues from other organization						
Interact with customers/ clients/ public	>>	>>	>	>>	>	
Interact with suppliers, servicers	>					
Participate in group discussion	>>					
Present information to a small group	>			>		
Present information to a large group						

F. Thinking Skills

1. Problem Solving

Problem Solving

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • When the shade of cosmetics selected for a client does not have the desired effect, the cosmetician determines why it is not effective and how to fix the problem. (1) • When a client requests a last-minute appointment and the schedule is full, the appointment book is often rearranged to create a time to accommodate the client and to maximize sales. (2)
Most Complex	1 to 2	• When a skin product is not effective for a client, even though it has been in the past, the esthetician determines the cause of the problem by exploring variables, such as allergies or changes in medication and makes recommendations to the client. (2)

2. Decision Making

Decision Making

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • decide whether to agree to a client's request for an early appointment, taking into account the urgency of the client's request and how it will impact on the day's schedule. (1) • Estheticians, electrologists and workers in related occupations may decide on their fees for various services and may decide which products to stock for use or sale. (2)
Most Complex	1 to 2	• Makeup artists decide the colour of cosmetics for bridal parties, considering wedding colour schemes. (2) • Pedicurists decide how best to treat a client's ingrown toenail and whether to recommend that the client consult a doctor. (2) , (daily) • Estheticians decide which facial procedures and products are most appropriate to meet the skin care needs of a particular client. (2) , (daily) • Electrologists decide how long to schedule electrolysis for clients with sensitive skin. (2) • Tattoo artists decide when to refuse a client's tattoo request. (2)

3. Critical Thinking

Critical Thinking information was not collected for this profile.

4. Job Task Planning and Organizing

Job Task Planning and Organizing

Complexity Level	Description
2	Own job planning and organizing • Estheticians, electrologists and workers in related occupations create their own work schedules by appointment bookings. They order their tasks for greater efficiency. There are daily disruptions to the schedule, due to no-shows, tardiness and last-minute appointments. They may need to co-ordinate with co-workers or supervisors. This is not necessary for those who own and operate a one-person shop.

5. Significant Use of Memory

Examples

- recall relevant details from clients' files during their appointments.
- remember names and faces of clients and personal information.
- recall unique problems experienced with clients to learn from them.

6. Finding Information

Finding Information

Tasks	Complexity Level	Examples
Typical	1 to 2	Estheticians, Electrologists and Related Occupations: • refer to clients' files for such information as past treatments or known health problem. (1) • may consult manufacturer representatives for product information. (1) • may ask their manager or co-workers for information. (1) • may refer to training manuals, trade journals or magazines for information on products or techniques. (2) • may refer to their textbooks for information on particular conditions. (2)

G. Working with Others

Participation in Supervisory or Leadership Activities

- Participate in formal discussions about work processes or product improvement.
- Have opportunities to make suggestions on improving work processes.
- Monitor the work performance of others.
- Inform other workers or demonstrate to them how tasks are performed.
- Orient new employees.
- Make hiring recommendations.
- Make hiring decisions.
- Select contractors and suppliers.
- Assign routine tasks to other workers.
- Identify training that is required by, or would be useful for, other workers.
- Deal with other workers' grievances or complaints.

H. Computer Use

Computer Use

Tasks	Complexity Level	Examples
Typical	1 to 3	Estheticians, Electrologists and Related Occupations: • use other computer applications. For example, use computerized equipment, such as cash registers or electrolysis machines. (1) • they may write letters. (2) • they may design tattoos. (2) • they may maintain a client database. (2) • they may produce invoices and do bookkeeping. (2) • tattoo artists may use CAD when designing tattoos. (3)

Computer Use Summary

- Use word processing.
- Use graphics software.
- Use a database.
- Use financial software.
- Use computer-assisted design, manufacture or machining.
- Other

I. Continuous Learning

How Learning Occurs
Learning may be acquired:

- As part of regular work activity.
- From co-workers.
- Through reading or other forms of self-study
    - at work.
    - on worker's own time.
    - using materials available through work.
    - using materials obtained through a professional association or union.
    - using materials obtained on worker's own initiative.
- Through off-site training
    - during working hours at no cost to the worker.
    - with costs paid by the worker.

J. Other Information

In addition to collecting information for this Essential Skills Profile, our interviews with job incumbents also asked about the following topics.

Physical Aspects
Estheticians stand while doing makeup and skin treatments and sit while doing manicures and pedicures. Manicurists and pedicurists mostly sit while bending over clients' hands or feet. Electrologists usually sit while performing electrolysis but may have to stand to reach different locations. Tattoo artists do a great deal of bending and stooping, often working at awkward positions depending on the location of the tattoo.

Attitudes
The estheticians, electrologists and workers in related occupations interviewed felt that estheticians, electrologists and workers in related occupations should genuinely care about people and be patient and tolerant of their clients' preferences. A good sense of humour is invaluable as is the need to maintain client confidentiality. They should be good listeners and sensitive to their clients' emotional and physical needs. They are expected to project confidence while maintaining a professional, yet relaxed, approach.

Future Trends Affecting Essential Skills
The need for continuous learning is increasing because of the potential introduction of regulation and certification standards in provinces where there presently are none, the ongoing need to learn about new equipment and the need to deal with public concern about AIDS and hepatitis. Tattoo artists may increasingly use computer-aided design (CAD).

K. Notes

This profile is based on interviews with job incumbents across Canada and validated through consultation with industry experts across the country.
For information on research, definitions, and scaling processes of Essential Skills Profiles, please consult the Readers' Guide to Essential Skills Profiles (http://www.hrsdc.gc.ca/eng/jobs/les/profiles/readersguide.shtml).