

RWANDA  
STANDARD

DRS  
355

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**Cosmetology and wellness for beauty  
salons — Requirements**

In order to match with technological development and to keep continuous progress in industries, Standards are subject to periodic review. Users shall ascertain that they are in possession of the latest edition

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## Foreword

Rwanda Standards are prepared by Technical Committees and approved by Rwanda Standards Board (RSB) Board of Directors in accordance with the procedures of RSB, in compliance with Annex 3 of the WTO/TBT agreement on the preparation, adoption and application of standards.

The main task of technical committees is to prepare national standards. Final Draft Rwanda Standards adopted by Technical committees are ratified by members of RSB Board of Directors for publication and gazettment as Rwanda Standards.

DRS 355 was prepared by Technical Committee RSB/TC 011, *Cosmetics, Toiletries and Surface Active Agents*.

In the preparation of this standard, reference was made to the following standards:

- 1) US 713: 2008 Requirements for hygiene in commercial skin penetration, hairdressing, and beauty and natural therapy
- 2) BS EN 16708 Beauty Salon Services — Requirements and recommendations for the provision of service
- 3) ISO 17679: 2016 Tourism and related services — Wellness spa — Service requirements

The assistance derived from the above source is hereby acknowledged with thanks.

## Committee membership

The following organizations were represented on the Technical Committee on *Cosmetics, Toiletries and Surface Active Agents* (RSB/TC 011) in the preparation of this standard.

ARVO Rwanda Ltd.

Beauty Makers Association (BMA), Rwanda

Better Home Ltd

Kacyiru Hospital (KH)

Ministry of Health (MoH)

Mixed Salon Park

Mixed Salon Kanombe

National Industrial Research and Development Agency (NIRDA)

Pharmacie Conseil

Pharmacy Nova

Rwanda Federation of Beauty Making Technicians

The City of Kigali

Workforce Development Authority (WDA)

Rwanda Standards Board (RSB) – Secretariat

# Cosmetology and wellness for beauty salons — Requirements

## 1 Scope

This Draft Rwanda Standard specifies requirements for provision of safe and professional beauty treatment services by beauty salons.

This document applies to all beauty salon operators and clients, regardless of where the beauty treatment service is delivered. Beauty treatment or cosmetology and wellness services covered by this standard relate to hairdressing, barbering, skin care, cosmetics, tattooing, manicure and pedicure treatment.

Electrology, Intense Pulse Light (IPL), as well as other medical treatment procedures including aesthetic surgical procedures and cosmetic injectable procedures including sclerotherapy are excluded from the scope of this standard.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

RS EAS 12: 2014, *Potable water — Specification*

## 3 Terms and definitions

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

### 3.1

#### **beauty salon**

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

### 3.2

#### **beauty salon service (s)**

treatments and services provided to clients and customers by beauty therapists

Note Beauty salon services do not include any actions intended for surgical or medical treatments.

### 3.3

#### **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 Actions can be provided manually and/or with the use of tools and/or equipment and/or cosmetic products.

### 3.4

#### **beauty therapist**

person qualified to provide services within a beauty salon

Note 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 Rwanda Standard.

### 3.5

#### **cosmetology**

professional skill or practice of beautifying and improving the face, skin, nails and hair and including cosmetics and their application.

### 3.6

#### **cosmetic**

any article intended to be used by means of rubbing, pouring, steaming, sprinkling, spraying on or otherwise applied to the human body or any part thereof for cleansing, beautifying, promoting attractiveness or altering the appearance.

Note Such article excludes articles intended beside the above purposes for use in the diagnosis, treatment or prevention of diseases and those intended to affect the structure or any function of the body.

### 3.7

#### **beauty salon**

establishment dealing with cosmetic treatments for men and women by providing generalized services related to skin health, facial aesthetic, foot care, nail manicures, aromatherapy and even meditation, oxygen therapy, mud baths, etc.

### 3.8

#### **water quality**

chemical, physical and biological characteristics of water in respect to suitability for human consumption

### 3.9

#### **well-being**

feeling of being comfortable, healthy and happy

### 3.10

#### **wellness**

state of health and well-being , featuring the harmony of body, mind, spirit, emotion and social relations through self-responsibility

Note 1 An approach towards wellness is not disease-oriented but to improve one's level of wellness. Different persons not affected by a specific disease can have different levels of wellness. People living with illness can achieve higher levels of wellness.

## **4 Operational requirements**

The beauty salon shall:

- a) have an occupational permit granted by a competent authority;
- b) comply with relevant regulatory requirements for establishing premises for beauty treatment;
- c) provide adequate sanitary facilities including separate toilets for male and female;
- d) provide waste disposal bins covered and properly labelled, and waste water disposal facilities;
- e) comply with relevant local labour laws;
- f) have relevant insurance, inclusive of property insurance, casualty insurance and liability insurance;
- g) possess first aid kit, with at least the provisions including surgical spirit; a bandage; plasters, cotton wool, gauze and forceps;
- h) keep beauty salon premises clean and maintained in good hygienic conditions;
- i) ensure that beauty therapists are medically examined after every 4 months and in accordance with applicable laws and regulations, and records kept;
- j) have standard operating procedures showing how the beauty salon services are delivered;
- k) have fire safety system and trained personnel to operate it; and
- l) ensure adequate supply of potable water is available (RS 12).

## 5 Facility and equipment requirements

### 5.1 Beauty treatment facilities

#### 5.1.1 General requirements

5.1.1.1. Adequate space and design shall be provided in accordance with applicable laws and regulations for the comfort, privacy, well-being and safety of clients.

5.1.1.2. The ambience shall be peaceful and relaxing.

#### 5.1.2 Reception

5.1.2.1. There shall be a clearly labelled reception area. The reception area shall be in good condition in terms of cleanliness and illumination and without obstacles.

5.1.2.2. Adequate seating for clients who may be waiting for their appointment shall be provided.

5.1.2.3. A list of beauty treatment services provided, including prices, opening times and cancellation policies shall be displayed in a manner which is accessible to the client.

#### 5.1.3 Beauty treatment area

5.1.3.1. In establishing each beauty treatment area, layout and set up shall be taken into consideration to ensure health and safety of:

- a) Staff;
- b) clients; and
- c) the environment.

5.1.3.2. A risk assessment shall be carried out to identify potential hazards and to ensure that all hazards are addressed. A record of this assessment shall be maintained.

5.1.3.3. Each beauty treatment area shall be established with adequate and appropriate equipment, materials and products in order to effectively deliver the range of beauty treatment services.

5.1.3.4. The treatment room shall have an adequate level of illumination (including requirements for cleaning and safety) and adjustable lighting system.

5.1.3.5. Smoking, eating and drinking shall not be permitted in the treatment area. Pets shall not be permitted in the treatment area.

5.1.3.5. For closed-door treatment rooms, air conditioning (cooling or heating, and aerating) in the treatment rooms shall be individually controlled, well-serviced and maintained.

5.1.3.6. The first-aid kit shall be visible and easily reachable for the staff and clients.

#### 5.1.4 Sink area

5.1.4.1. The sink area shall:

- a) be open;
- b) have appropriate space; and
- c) be kept in good condition in terms of cleanliness and illumination.

5.1.4.2. Adequate equipments, materials and instruments shall be provided and always kept clean and in good condition, and shall be appropriately sterilized and /or sanitized.

5.1.4.3. Beauty therapist shall always be clean, wear appropriate uniform, and safety measures shall be taken to mitigate the risk of infection during client's treatment.

#### 5.1.5 Beauty treatment equipments and tools

5.1.5.1. Adequate equipments and tools that are consistent with the beauty treatment service delivered shall be available and always kept clean, maintained in good condition, and shall be appropriately sterilized and /or sanitized/and or disinfected.

Service chairs must be suitable and separated from each other with a distance of 1.5 meter, and the distance between the last chair and the wall must be 1 meter.

**5.1.5.2** All floor, walls and ceiling surfaces shall be designed and constructed to accommodate the intended activities for each area, for example, non-slip floors in wet areas.

**5.1.5.3** All electrical installations and equipment shall be properly constructed and maintained and correct for the purpose and environment in which they are used.

**5.1.5.4** All electrical work (installation, extension and repairs) shall be undertaken by competent workers or supervised by those with special knowledge and skills.

**5.1.5.5** Only chemical products permitted for local use by a competent authority shall be used during treatment.

## **5.2 Maintenance and hygiene requirements**

### **5.2.1 Maintenance and hygiene for Beauty Treatment Area (BTA) facilities**

**5.2.1.1** In day to day running of a treatment area, all of the facilities as required in 5.1 shall be adequately maintained.

**5.2.1.2** All treatments areas shall be maintained in a clean and hygienic manner ensuring decor is in good repair.

**5.2.1.3** A schedule for cleaning all area of the salon shall be documented outlining frequency of cleaning per area and suitable materials to be used. Records for cleaning of the treatment area shall be maintained

**5.2.1.4** Good hygienic practices and requirements for the beauty therapist and any product, tools and equipment used in each specific treatment service offered shall be documented.

### **5.2.2 Maintenance and hygiene for BTA equipment and tools**

**5.2.2.1** All the beauty treatment equipment and tools including but not limited to combs, brushes, scissors, clippers, manicuring and pedicuring instruments and make-up equipment, shall always be cleaned , disinfected, sterilized where applicable and maintained in good conditions as described below:

- a) all combs and brushes shall be thoroughly cleaned and disinfected with a low level disinfectant after each use;
- b) scissors shall be cleaned and disinfected with a low level disinfectant after each use (for example, barbercide);
- c) electric clippers and their blades shall be cleaned and disinfected with an intermediate level disinfectant after each use.
- d) any instrument, when visibly contaminated with blood products, shall be cleaned ,sterilized and disinfected with an intermediate level disinfectant.
- e) non-disposable clipper blades shall be cleaned and disinfected with an intermediate level disinfectant.

Note To avoid rusting of the blades it is recommended that a lubricant should be applied immediately after cleaning.

- f) where applicable ,single use materials and tools shall be used

**5.2.2.2** All staff in the salon shall be aware of the risks associated with each treatment and the control measures implemented by the salon to address identified risks.

**5.2.2.3** Based on risk assessment for each treatment, controls shall be identified to address cross contamination risks. Suitable controls may include cleaning, disinfection and sterilization of reusable instruments and equipment. In particular reusable instruments that could potentially become contaminated with bodily fluids shall be cleaned and sterilized after each use.

Note Typical instrument which require sterilization include cuticle nippers, reusable tools and glass electrodes (may cause skin abrasions) and any other instrument which has the potential to be abrasive or pierce the skin.

**5.2.2.4** The use of suitable chemical agents in appropriate packaging and labelling materials or other suitable methods capable of killing bacteria and blood borne viruses shall be used for sterilization. Such chemicals shall only be used following the manufacturer's guidelines and instructions.



Note The risk of contact infection should be considered by the beauty therapist following contact with client i.e. blood contact and other bodily fluids.

**5.2.2.5** In order to prevent mixing soiled and sterilized tools and ensure each client is treated with adequately sterilized tools, a system shall be established to ensure tools are identified, tracked and segregated during cleaning and sterilization.

**5.2.2.6** To ensure safety, all needles and equipment used to pierce the skin, for example epilation, micro pigmentation or micro-needling, shall be sterile packed and for single use. Sterile packs shall be opened in front of the client and the content suitably disposed of in a 'sharps box'.

**5.2.2.7** Any disposable materials shall be disposed of in an appropriate manner according to national law. Where there is a risk of bodily fluids being present on any disposable material it shall be disposed of as clinical waste. All single use disposable instruments and equipment shall be discarded immediately after use.

Note Examples of single use materials that may become contaminated with bodily fluids can include gloves, paper, needles, abrasive crystal etc.

**5.2.2.8** Facilities which can be contaminated shall be treated with suitable hygienic measures. Contamination prevention shall be carried out in the facilities at the design stage and, moreover, in the maintenance stage.

**5.2.2.9** When any facility has symptoms of contamination, it shall be treated (thoroughly disinfected) and checked subsequently. The preventive measures shall eliminate or reduce dirty areas through an adequate maintenance of the beauty treatment facilities.

**5.2.2.10** Maintenance, cleaning and disinfection operations carried out in each facility/equipment shall be registered. The regular cleaning and disinfection plan of facilities and equipment shall be taken into account.

**5.2.2.11** All communal items, such as commonly used door handles, phones and shared equipment such as hand dryers, shall be regularly and consistently disinfected.

**5.2.2.12** Any bowls or other treatment elements shall be sanitized appropriately (washed with disinfectant) after each client. All towels shall be changed and laundered after each client. Containers storing products for use on clients shall be kept sanitized.

### **5.2.3 Handling of chemicals and hazardous substance**

**5.2.3.1** All chemicals shall be handled, stored and transported in accordance with the manufacturer's or supplier's instructions.

**5.2.3.2** A procedure shall be established to control the storage, labelling, dispensing, handling and disposal of all chemicals and hazardous substances. This procedure shall address at least the following:

- a) listing all hazardous substances used in the beauty salon;
- b) identifying and labelling of all hazardous substances as to their contents and precautions that shall be taken in their use and handling;
- c) provision of appropriate storage for hazardous substances according to safety guidelines;
- d) identifying of potential hazardous clinical waste;
- e) storage and disposal of all hazardous waste including provision of suitable containers and segregation from general waste/refuse for special collection and handling; and
- f) handling of chemical and hazardous waste where a mobile service is offered.

Note Hazardous substances can include flammable and toxic reagents such as alcohol and acetone.

**5.2.2.3** All staff shall be trained on the procedure to ensure adequate handling and disposal of all chemical and hazardous waste from the salon.

Note Disposal of surplus or out of date stock should be done on consultation with the supplier.

**5.2.3.4** Records of training shall be maintained.

## **6 Staff requirements**

### **6.1 Human resources general requirements**

**6.1.1** The top management of the beauty salon shall define the appropriate requirements and criteria for staff recruitment with regard to certain positions or functions that are considered key for optimal service provision.

**6.1.2.** Certain tasks shall be performed by qualified staff. Considering their type of clients, the top management shall define the profile of the staff that is usually in contact with clients, who will be required to be able to communicate in foreign languages.

**6.1.3.** Following the recruitment, a new member of staff shall undergo a training period, throughout which, the service levels offered will be duly explained, as well as the rest of the rules of conduct for a better and quick adaptation to the working position.

**6.1.4.** To make this activity easier, the beauty salon shall have a written document explaining the basic aspects of the beauty salon so that the new members of the staff can be aware of them.

**6.1.5.** Temporary staff shall be subject to a prompt and basic training process, so that the incorporation of this type of staff is not considered as an adverse condition to service provision.

**6.1.6.** The top management shall approve a training plan in those areas or specialties that can affect the service provision or client satisfaction. Such a plan shall contain training activities conducted by external or internal staff. In order to prepare such a plan, the beauty salon shall define the indicators to identify all training needs, whether by units, by activities or other. The training plan shall be monitored at reasonable intervals and adapted if necessary.

**6.1.7.** The top management shall offer the necessary training so that the staff can maintain the agreed levels in the service provision.

**6.1.8.** The top management shall ensure that staff are treated fairly and should provide an environment in which they are continually prepared and motivated to provide proper service to clients.

**6.1.9.** The top management shall establish an internal communication system, so that all members of the staff are always informed of the result of the services and the degree of client satisfaction in their area of work. This system shall ensure that all suggestions and comments from members of the staff are analysed and responded to by the top management.

**6.1.10.** When defining the tasks of the staff, their versatility shall be considered based on the levels of occupation and the characteristics of the beauty salon.

### **6.2 Competence and qualifications**

**6.2.1** Beauty therapists providing beauty salon services shall hold Technical Qualification Framework, (TQF) qualifications that are recognized by local competent Authorities. This qualification shall address theory and practical skills in relation to the delivery of beauty salon services.

Note Example of TQF qualifications are described in Annex A

**6.2.2** Theory education and training shall 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.

**6.2.3** Minimum competence level in each treatment area shall be confirmed by an award, certificate or diploma issued by a national education authority, or an establishment approved by relevant a national education authority.

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

### 6.3 Continuing Professional Development (CPD)

**6.3.1** The Responsible Person shall appraise all beauty therapists that provide service in the beauty salon in line with 6.3 and develop any training plans to support CPD.

**6.3.2** Where beauty therapists operate on their own, they shall carry out a self-appraisal of their performance per 6.5, and identify any training needs. CPD is an enhancement of existing qualifications.

**6.3.3** 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,).

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

### 6.4 Personal hygiene of beauty therapist

**6.4.1** Beauty therapist shall thoroughly wash their hands with water and soap or an antibacterial cleanser and dried with disposable paper towels then disinfected before treating every client and after any activity which may contaminate the hands.

**6.4.2.** Beauty therapist shall wear gloves, face masks, where applicable, depending on the beauty treatment delivered.

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

- a) medical examination by government approved medical doctor;
- b) use of soap and/or hand sanitizing products to sanitize hands prior to treatment;
- c) use of appropriate uniform for beauty therapists including maintenance and level of cleanliness expected;
- d) use of appropriate protective materials , such as disposable gloves, gowns ,aprons, goggles during treatments where deemed necessary based on treatment risk assessment i.e. possible contact with bodily fluids;
- e) maintenance and replacement of any protective material used;
- f) professional appearance of the beauty therapist to address at least the following:
  - professional 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.

**6.4.4** The Responsible Person shall ensure that all staff are trained and aware of the good hygiene practices that apply in the beauty salon. All beauty therapists shall be responsible for adhering to the hygiene practices established.

**6.4.5** The Responsible Person of the beauty salon shall ensure any uniform and protective equipment as identified per the treatment risk assessment is provided and used by the therapist.

### 6.5 Performance and staff appraisals

**6.5.1** The Responsible Person shall carry out a performance appraisal with all beauty therapists that provide a service to ensure they are competent for the treatments on offer and are adequately trained on the salon hygiene and safety procedures. This shall take place at least once per year.

**6.5.2** Where beauty therapists operate as a sole service provider they shall perform a self-check performance evaluation and identify areas for improvement and any training needs.

**6.5.3** Where support staff e.g. receptionist, impact on the provision of beauty salon services performance appraisals shall also be carried out.

**6.5.4** A record of all training needs shall be maintained and a training plan developed.

Note Performance appraisals may address service factors such as customer service, quality of beauty salon services, contributing to the financial effectiveness of the business etc.

## **7 Service to customers**

### **7.1 Reception, information and booking requirements**

**7.1.1** Reception staff shall provide the beauty treatment services menu to the clients, where the scope and composition, treatments, packages, prices and operating hours and guidelines shall be explained clearly.

**7.1.2.** The beauty salon shall have reservation procedure, identifying at least the recoding of name of the client or person or organization making the reservation, including telephone, email, the services required and its price, number of clients, as well as the period reserved and the booking guarantee policy.

**7.1.3** The beauty salon shall establish and implement mechanisms for:

- a) managing and scheduling appointments and to maintain client contact details. This system shall ensure that client/beauty therapist ratios are proportionate to the level of appointments.
- b) reporting to clients any irregular circumstance that can directly affect clients and can limit the service to be provided such as the existence of construction works, the reduction of opening hours or service restrictions, among others.
- c) informing clients in case of changes in bookings accordingly, and justify the reasons for such changes. Any unusual circumstance shall be reported to clients by any efficient means (e.g. telephone, email, other). It should be recorded that the client has been informed.

### **7.2 Client visit consultation**

**7.2.1** 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.

**7.2.2** 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.

**7.2.3** When and where appropriate, a private comfortable area shall be available for the initial consultation with the client and the beauty therapist.

**7.2.4** Advice or a recommendation on the type of treatment as well as highlight any possible contraindications and contra-actions which may result from treatment shall be discussed with the client prior to treatment. The client shall sign consent before service provision and records kept.

Note See Annex C for a sample of general client consultation form.

**7.2.5** A record of the consultation with client addressing all the above shall be maintained and signed by the client and the beauty therapist.

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

### **7.3 Delivery of beauty treatment**

**7.3.1** During the delivery of any beauty treatment good hygiene practices shall apply. This shall include the following:

- a) washing ,protecting or sanitizing of hands before starting a treatment and where a treatment is interrupted the beauty therapist shall re-sanitize or re-wash their hands before resuming.
- b) provision of clean towels or other types of linen used for covering or protection of the client at the start of each treatment;
- c) provision of disposable covering for clients in order to minimize the risk of infection from undiagnosed skin diseases or disorders;

- d) use of single use applicators or use of separate containers for each client for oils, ointments, cream or wax or any other cosmetic product used during a treatment; and

**7.3.2** If the treatment involves skin penetration, the following shall apply:

- a) topical application of antiseptic to the skin area prior to starting the treatment;
- b) sterile equipment shall be used;
- c) sterile packaging shall be opened just prior to starting the treatment;
- d) sterile parts of the equipment that penetrate the skin shall not be handled; and
- e) use of disposable single use gloves such as surgical gloves.

**7.3.3** Where penetration of the skin occurs as part of a treatment, all waste shall be considered potentially hazardous and shall be handled and disposed of as per 5.2.3

**7.3.4** During the delivery of any treatment the beauty therapist shall be aware of any client reaction such as pain and skin erythema or reddening. If the reaction is not normal or indicates that something is wrong, the treatment shall be ended immediately.

## **7.4 Client privacy and security of client's property**

**7.4.1** The treatment area shall be partitioned and solely used for providing treatments, depending on the beauty treatment service provided. Suitable screening shall be used to provide privacy to the client.

**7.4.2** A gown, wrap or other protective clothing shall be provided to protect client modesty during any treatment.

**7.4.3** Client's personal boundaries shall be respected at all times. Client's permission shall be sought before removing any garments in order to deliver a treatment.

**7.4.4** Storage shall be provided in the treatment area for client's belongings.

## **7.5 Client satisfaction**

**7.5.1** A client feedback survey shall be carried out at least annually in order to determine the level of satisfaction with the beauty salon service including any recommendations regarding possible improvements. This should be used as an input to the review of service provided in order to make improvements.

**7.5.2** Records of client feedback shall be maintained.

## **7.6 Complaints**

**7.6.1** The beauty salon shall establish a procedure to address the handling of customer complaints and any other action needed to ensure the provision of a safe and satisfactory beauty treatment service.

**7.6.2** The complaint procedure shall address the following at a minimum:

- a) the complaint type;
- b) action responsible person and appropriate timeline required to address the complaint;
- c) responsibility for follow up including feedback to the client
- d) Records of any complaints and any actions taken shall be maintained.

## **7.7 Maintenance of records**

**7.7.1** All records relating to clients shall be kept securely and confidentially.

**7.7.2** Records as required by this required by this Rwanda Standard shall be maintained in accordance with national regulations or insurance requirements.

**7.7.3** Adequate facilities and/or working spaces shall be provided for storage of such records with access given only to personnel authorized by the Responsible Person.

**7.7.4** A record of all personnel authorized by the Responsible Person shall be maintained.

**Annex A**  
(informative)

**Classification of disinfectants**

<b>Low level</b>		
Quaternary ammonium compounds. Some phenols and 3 % hydrogen peroxide.	Kills some bacteria and viruses for example, staphylococcus, herpes, HBV, HCV, and HIV Does not kill <i>Mycobacterium tuberculosis</i> , fungi, or spores	Low level disinfectants should be used to disinfect noncritical items, for example, work surfaces, service tray. The disinfectant should be prepared and used according to manufacturers' directions
<b>Intermediate level</b>		
5.25 % household bleach; 1 part bleach and 9 parts water; 70% isopropyl alcohol, and iodophors	Kills the microorganisms for low level disinfectants plus fungi but does not kill <i>Mycobacterium tuberculosis</i> , or spores	Intermediate level disinfectants may be used in place of a low-level disinfectant to disinfect work surfaces and equipment. Effective for some semi-critical items
<b>High level</b>		
2 % glutaraldehyde or 6 % hydrogen peroxide Most disinfectants at this level may also achieve sterilization if used for longer time periods.	Kills all viruses, bacteria (including <i>Mycobacterium tuberculosis</i> ) but does not kill spores	Used for semi-critical items and for critical items that cannot withstand heat sterilization

## Annex B (normative)

### Beauty treatment services and relevant RTQF levels

Beauty Treatment services and relevant RTQF Levels			
Beauty Treatment Service	Beauty therapist Job Title	Expected level of qualification mapped to the RTQF	
<b>A. Hair Dressing</b>			
1.	Braiding	Braider	Level 1
2.	Weaving	Weaver	Level 1
3.	Dreading	Dreadlock stylist	Level 1
4.	Chemical Treatment	Chemical treatment technician	Level 2 & Level 3
5.	Barbering	Barber	Level 1
6.	Shampooing	Shampooer	Level 1
<b>B. Make Up/Personal care</b>			
1.	Skin care	Skin care specialist	Level 4
2.	Facials	Facial specialist	Level 5
3.	waxing	Waxing technician	Level 4
4.	Therapy	Therapist	Level 5
5.	Tattooing	Tattoo artist	Level 5
<b>C. Nail Treatment/Artistry</b>			
1.	Artificial	Artificial Nail specialist	Level 2 & 3
2.	Pedicure & Manicure	Nail Technician	Level 2 & 3
3.	Painting	Nail painter	Level 1

# Annex C

(informative)

## Client Consultation Form

*This Consultation Form will assist your therapist in correctly evaluating your needs & choosing the correct treatment for you today. All information is strictly confidential & remains the property of (Name of the beauty salon)*

Insert beauty salon name, address, phone, and logo here

### 1. Client identification

Name.....Date of Birth...../...../

Sector.....Cell.....:

E-mail Address:.....Phone:.....

Consultation Date:...../...../.....

### 2. Beauty Treatment services to be offered

- Barbering
- Hairdressing
- manicure
- pedicure
- Skin care
- Tattooing

### 3. Medical background

- e) Are you currently under a doctor's care? Yes/No
- f) If, yes, for what?.....
- g) Have you been treated with hormone medication Yes/No
- h) If yes, indicate the specific hormone medication.....
- i) Please list any prescription and non-prescription medication you are taking including anything topical or herbal .....
- j) Have you had surgery in the last 6 months? Yes/No
- k) If yes, please explain .....
- l) Are you sensitive to any soaps or lotions? Yes/No
- m) Does your skin get blotchy, red or irritated easily? Yes/No
- n) Have you had significant sun exposure in the last 6 weeks? Yes/No
- o) Have you waxed the areas to be treated within the last month? Yes/No
- p) Do you use sun beds or self-tanning products? Yes/No
- q) Do you have tattoos or permanent makeup in areas to be treated? Yes/No
- r) Are you currently pregnant or trying to conceive? Yes/No



s) Have you ever experienced or been treated with/for the following:

S/N	Skin Cancer	Yes/No	Irregular periods	Yes/No
1.	High Blood Pressure	Yes/No	Cancer	Yes/No
2.	Polycystic ovaries	Yes/No	Heart Problems	Yes/No
3.	Cold sores	Yes/No	Birth control pill	Yes/No
4.	Haemophilia	Yes/No	Diabetes	Yes/No
5.	Menopause	Yes/No	Anti coagulant	Yes/No
6.	Epilepsy	Yes/No	Thyroid	Yes/No
7.	Keloid	Yes/No	Asprin	Yes/No
8.	Anti-inflammatory drugs	Yes/No		Yes/No

**4. Client Consent**

Undersigned, (name) ..... hereby declares the following:  
 I give my consent to undergo ..... beauty treatment  
 I have not been and shall not be under the influence of alcohol or drugs before or during the treatment.  
 I have been informed of the risks involved with the treatment including specific contra-indications and contra-  
 actions. I have disclosed relevant information regarding any health history which may affect the delivery of the  
 treatment provided. I have received (written) information from the practitioner, enabling me to take this  
 decision:

Client Signature..... Date ...../...../  
 Name Signature of legal guardian (if client is younger than 16)  
 (The client receives a copy of this form)

**5. For the beauty salon official use only**

Comments on client’s consultation  
 .....  
 .....  
 .....

**Decision for Service Provision**

- Recommended to be offered service
- Not Recommended to be offered service

Name of the beauty therapist  
 Signature:.....  
 Date :...../...../.....

*Thanks so much for allowing us to get to know and serve you more effectively. If we can answer questions at any time, please feel free to contact any staff member. It is our pleasure to have you as our guest.*

## Bibliography

- [1] WHO, *fourth edition 2011, Guidelines for drinking water quality*
- [2] CAC/RCP48-2001, *Code of hygienic practice for bottled/packageged drinking waters (other than natural mineral waters)*
- [3] Official Gazette No 52 of 26/12/2011 *Amabwiriza y'Umujyi wa Kigali arebana n'isuku*

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