

susancreddy

spa & beauty therapy in practice

C

Calamine - a fine mineral powder used as an ingredient in face masks and soothing lotions. It calms an itchy skin and is useful for treating sunburn, sensitive skin and some rashes

Caldarium– the hottest room in the original Roman baths, used to detoxify the body after the user had been in the relaxation room and massaged with oils.

Callus - an especially toughened area of skin which has become relatively thick in response to repeated contact, friction, or pressure. Most often found on the hands and feet.

Calorie – a unit of energy, the amount required to raise the temperature of one gram of water by one degree

Camphor – an aromatic resin obtained from the wood or leaves of the camphor tree it is white, translucent and used in preparations to relieve pain and mild itching

Candelilla wax – used as a thickening agent and emollient in lipsticks and stick foundations

Capacitor – formerly called a condenser, an electrical device that stores an electrical charge

Capillary – the smallest blood vessel in the body, it has thin walls and is located between an arteriole and venule, it is one cell thick allowing the exchange of substances, such as oxygen, water and lipids, between blood and body cells.

Carbohydrates organic molecules composed of carbon hydrogen and oxygen that provide energy and structural materials for cells in the body. They are contained in foods such as bread, rice, pasta, potatoes and sugar.

Carbon dioxide – colourless odourless incombustible gas, present in the atmosphere, formed from cell metabolism it is eliminated from the body when breathing out (exhaling).

Carmine – a natural red colour that comes from the dried female cochineal beetle, used to colour lip gloss, lipstick and other cosmetics

Carrier oils – also called base oils they are used to dilute essential oils before applying them to the skin. Different carrier oils have different effects and they provide the necessary lubricant for the aromatherapy massage. They are generally cold pressed vegetable oils they do not evaporate as essential and they have very little aroma. Some popular carrier oils are; sweet almond, grape seed, avocado, olive, sesame and oil of evening primrose.

Cartilage - firm, flexible, elastic type of connective tissue found in various parts of the body

Cash – money in the form of coins and banknotes used to make a purchase

susancressy

spa & beauty therapy in practice

Cash equivalents – cheques, credit and debit cards, gift vouchers, discount vouchers, to be used when making payment as a substitute for cash

Cash flow forecast – prediction of all expected business expenses and receipts over a given period

Cash point - the place at which payment is made or an automated machine that allows financial transactions to take place. E.g. cash withdrawal and deposit

Catabolism – the chemical reactions that break down complex molecules into simpler ones for energy production.

Catagen – the transitional stage in the development of a hair follicle after anagen and before telogen. The papilla separates from the germinal matrix and the hair moves up the follicle, the papilla collapses and the lower half of the follicle breaks down.

Cataphoresis – the movement of positive ions to the negative pole

Cathode – the negative pole

Cation – positively charged ion attracted to the cathode

Caustic – an agent that destroys tissue.

Cauterise – destroy tissue by direct application of heat or a caustic agent

Cell – the basic unit of all living things capable of functioning independently

Cellulite – fatty tissue causing a dimpled or uneven appearance in the skin of certain parts of the body, mostly in women. It occurs, when fat cells swell and the surrounding tissue changes in texture causing a pulling on the tissues and giving the skin the dimpled effect. It is thought that hormonal changes contribute to the condition particularly during puberty and pregnancy.

Ceramides – lipids that are naturally present in the skin, they help to provide a moisture barrier. When ceramides are added to skin care products they help to strengthen this seal allowing the skin to remain moisturised longer.

Cerebellum – **se-reb-e-lum** - the part of the brain concerned with fine motor co-ordination body movement, posture and balance, it is attached to the brain stem at the base of the brain

Cerebral cortex - the outer layer of grey matter in the cerebrum, associated with higher functions including language and abstract thought

Chakra an ayurvedic term meaning 'energy centre', used to describe one of the seven centres of spiritual energy in the human body

susancreddy

spa & beauty therapy in practice

Chamomile or camomile –a flowering plant that has been used since the time of the ancient Egyptians for medicinal and therapeutic purposes. It is now a popular essential oil in aromatherapy massage for calming, rejuvenating and relaxing.

Check –to investigate or verify that information is correct.

Chemical peel –a facial peel applying one or more chemicals to 'burn off' damaged cells. It will remove several layers of sun damaged skin leaving fresh skin with a more even surface and colour. It may also stimulate new collagen production to improve texture. Superficial peels may be performed by a therapist or nurse however a dermatologist or surgeon will perform deep peels.

Chemotherapy – a treatment used for some types of cancer and some non cancerous conditions. It contraindicates most beauty treatments and the client must seek GP approval.

Cheque – a written order, on a standard printed form, directing a bank to pay money from a specified account, to a specified person or organisation

Chilblain – a small area of itchy red skin most common on the toes they are a painful abnormal reaction of the small blood vessels in the skin when exposed to cold temperatures. Caused by constriction of the blood vessels in response to cold and then rapid re-warming of the skin causing leakage into the tissues as the blood vessels do not respond quickly enough.

Chloasma – appears as a blotchy brown pigmentation that develops slowly and may fade in time. It is especially common in women between the ages of 20 – 40 and occurs frequently during pregnancy, or as a side effect of the contraceptive pill. It may occur with sun exposure after applying perfume, scented toiletries, after shave, or deodorant to the skin and this is called a phototoxic reaction, due to the ultraviolet radiation being absorbed by the chemical substance on the skin.

Cholesterol – a white substance found in the tissues of the body and in certain foods such as animal fats, egg yolks and oil. It is linked to heart disease and atherosclerosis collecting on the walls of the arteries and interfering with the flow of blood

Cilia –tiny hair like projections on the surface of some cells. Cilia lining the human respiratory tract remove foreign bodies before they reach the lungs. Cilia is also the name for eyelashes

Clapping – a percussion massage technique also called cupping, performed with the palmar surfaces of the hands in a slightly cupped position, the therapist flexes and extends the wrist whilst the hands are dropped rapidly but lightly onto the part of the body being massaged, the hands should spring back quickly creating a hollow, cupping sound. It is stimulating and increases warmth in the tissues.

Cleanser –a product used on the skin to remove makeup, surface oil, pollutants and dead skin cells. Cleansers are made for different skin types and usually from a mixture of oil and water with an emulsifier added to stabilise the mix, it may also have added ingredients such as essential oils to

susancressy

spa & beauty therapy in practice

provide fragrance and therapeutic effects. The percentage of oil to water will determine the consistency from a liquid to a cream. The ideal cleanser will clean the skin without upsetting the skin's pH balance,

Cleansing cream – a water in oil emulsion, varies in consistency from a light mousse to a thick cream. Most suitable for the dry, mature, dehydrated skin types, as it has a higher oil to water content, it is easy to apply without dragging and leaves the skin feeling smoother.

Cleansing lotion – a liquid cleanser with added alcohol, often used with water and ideal for oily and congested skins.

Cleansing milk – an oil in water emulsion, it may have up to 90% water making it into a free flowing milky cleanser ideal for younger skins as it feels cool and grease free. Sometimes contains a cosmetic detergent to control bacteria and oil production.

Cleansing wipes – pre moistened cleansing wipes, impregnated with makeup remover, used for homecare and suitable for all skin types.

Clear wrap – also known as cling film, thin plastic transparent film used to protect or insulate eyelashes during an eyelash perm or the hands and feet after cream application and before placing them in thermal booties or mittens.

Client - a person or group of people who pay for professional services

Client commitment –the client agrees to a particular course of action such as to buy a product or book a course of treatments.

Client groups – refers to client diversity. The ethnic group classification used by the CRE (Commission for Racial Equality) is; White, Mixed, Black, Asian and Chinese

Client preparation – a procedure carried out prior to treatment, to ensure client comfort and the most effective treatment. Facial, preparation would include; providing a gown, slippers and towels to cover the client and to maintain modesty during treatment, removing jewellery, adjusting the facial couch to ensure client comfort, protecting the client's hair and checking for contraindications. The method of preparation will differ depending on the treatment given.

Closing a sale – when the client or customer commits to buying a product or service

Coagulate – when a liquid changes to a soft jelly like mass as in normal blood clotting

Code of conduct –also called a code of ethics, it is a set of business ethics that establishes and spells out the values, responsibilities, obligations and ethical ambitions of an organisation and the way in which it functions. It provides guidance to employees or members about the right course of action in maintaining professional standards

susancressy

spa & beauty therapy in practice

Code of practice – is the correct action, established method, or process, to be followed in an organisation, to comply with the rules of that organisation

Cold sore –technical term herpes simplex, an eruption on the face usually around the mouth and nose area, can accompany a cold or be triggered by stress or sun exposure and is characterised by redness and small vesicles.

Collagen – the main protein of connective tissue, it has great strength and is the main component of cartilage, ligaments, tendons, bone and teeth, it also provides strength to blood vessels. Together with soft keratin it is responsible for skin strength and elasticity and its breakdown leads to wrinkles that accompany ageing. Collagen is a good water binding agent.

Collagen therapy –the injection of collagen into the skin to fill out lines , wrinkles and pitted scars.

Colour therapy –the use of colour to balance emotional and spiritual health and dating back to Egyptian times. Colour may be used in the decoration of a room, the fabrics used or with adjustable lighting.

Combination skin – a skin that has characteristics of more than one skin type, combining some of the characteristics from; dry, oily, normal, mature or sensitive skin. The most common combination is an oily 'T' zone across the forehead and down the centre panel of the face over the nose and chin and drier areas on the cheeks and neck.

Comedo – a plug of sebum and keratin blocking the secretory duct of the sebaceous gland, the common name is blackhead. Comedones form when sebum becomes trapped in the mouth of the follicle and this turns black when exposed to the oxygen.

Comedogenic –tending to block pores, cause blackheads or aggravate acne.

Commission – a percentage of the selling price of a product or treatment paid to the therapist for each sale made in addition to or part of a wage

Commitment – a pledge, promise or obligation

Communication – the exchange of thoughts, messages or information through speech, behaviour, writing or signals, between two or more people

Competence – possession of the required skill, knowledge or qualification

Complaint – an expression of displeasure about behaviour, a service, treatment or product

Complete –finished, ended or concluded

Compound follicle – a common term used to describe a follicle containing several hair shafts, technical term is pili multigemini

susancressy

spa & beauty therapy in practice

Computer – a programmable electronic device that works at high speed, it assembles, stores, correlates and processes information. It contains a central processing unit, display screen, a keyboard, printer, mouse and memory.

Concealer – a makeup product used to hide blemishes, dark shadows and other marks on the skin

Conductor – something which allows electricity or heat to flow along it

Confidentiality – information spoken, written or acted upon in strict privacy

Congenital – something present at birth

Congested skin – occurs when the pores in the skin become blocked so that the sebum does not flow freely, this causes a slightly bumpy feel to the skin as the sebum blockages become hard and epidermal tissue forms over the follicle openings. This skin type is often accompanied by milia and comedones. It is often caused by inadequate cleansing, using skin care products that block the pores and humidity, as this prevents the sweat evaporating easily from the surface of the skin.

Conjunctivitis – inflammation of the transparent membrane (conjunctiva) that lines the inner surface of the eyelid and covers the eyeball. Sometimes referred to as pink eye

Constriction – the act of narrowing or making smaller

Consult - to seek advice or information from a professional person

Consultation – a conversation between a client and therapist to discuss their requirements and objectives of treatment. A detailed consultation will be required at the first visit to record, personal and medical information to ensure the client receives the most appropriate treatment, contraindications may be identified and modifications to treatment agreed if necessary.

Consumer – a person that acquires goods or services for direct use or ownership.

Contamination – the presence of infection

Continuous professional development – making progress and constantly improving skills and knowledge

Contour cosmetics – blushers, highlighters and shaders used to enhance and accentuate good features and minimise bad features. They come in the same formulations as foundations, liquid tints, cream, gel, pressed and loose powder

Contouring – to make or shape an outline e.g. shading underneath the cheekbone with a contour powder to accentuate facial contours

Contra-action – an adverse effect on the skin or body during or after treatment

susancreddy

spa & beauty therapy in practice

Contraction – is the physiological change in a muscle when it becomes shortened and thickened as a result of normal movement, physical or passive exercise or an electrical stimulus.

Contracts – agreements between two or more people that are legally binding and enforceable by law. A contract exists when an offer has been made by one person and accepted by another.

Contra-indication – any reason to prevent or adapt treatment or refer to a qualified person for permission to treat. Contraindications may be temporary, specific or general.

Cool wax – also called warm wax it is a depilatory wax that melts at a low temperature, used to remove superfluous hair from the body. It is applied thinly with a spatula in the direction of hair growth and removed with a muslin or paper strip against the hair growth.

Co-operation – working or acting with others for a common goal

Corns – localised areas of thickened skin caused by undue friction or pressure stimulating the epidermal cells (keratinocytes) to increase in number resulting in a thicker **stratum corneum**. They are most commonly found on the toes and feet.

Corrugations – grooves or ridges in the nail plate

COSHH – stands for ‘Control of Substances Hazardous to Health’, regulations that provide legal guidelines a business must follow to ensure that hazardous substances are stored, used, handled and disposed of safely.

Cosmeceuticals – products that bring together cosmetics and pharmaceuticals that are applied directly to the skin. They combine ingredients that affect biological functioning and cosmetic ingredients, to improve the health and appearance of the skin. These products have often been developed by dermatologists and in general they contain ingredients such as vitamins, herbs, oils and botanical extracts. The manufacturers are not allowed to claim that they penetrate beyond the skin’s surface layers or have any medical effects.

Cosmetic camouflage – products used to hide, disguise or correct imperfections using camouflage makeup

Cosmetics – products used to preserve or restore beauty

Cost effective – producing the best, most favourable or desirable results for the cost of the product or treatment or producing the maximum profit for minimum outlay

Counterfeit – an imitation made to pass off fraudulently or deceptively as genuine

Cream – the consistency of a cleansing or moisturising cosmetic

Create – to produce from personal thought and artistic or imaginative effort

susancreddy

spa & beauty therapy in practice

Credit – is time allowed for payment for goods or services provided. It demonstrates confidence in the purchaser's ability and intention to pay for goods within a given time. It is also an entry of payment received into an accounts book.

It is also a book keeping term to describe an entry of payment received

Credit card – a card that allows an individual to make purchases on borrowed money. It is only issued when the individual has proved that they have a satisfactory credit rating.

Crêpey skin – lined and wrinkled skin caused by poor skin elasticity.

Cross infection – the transmission of disease from one person to another through poor hygiene practises

Crust – a scab like formation of cells on the surface of the skin.

Cryptosporidium – a parasite that is a common cause of the waterborne disease cryptosporidiosis, that causes diarrhoea, and may be caught by swallowing infected water in swimming pools, hot tubs, spas, jacuzzis, fountains, or lakes,

Cultural awareness – having knowledge and understanding of the behaviour, beliefs and characteristics of a particular social, ethnic or age group

Currency – money in any form used as a medium of exchange for goods and services

Current assets – short term assets which are expected to be converted into cash

Current trends – most recent fashion, style or designs

Cushing's syndrome – a condition of the **endocrine system** caused by an over secretion of **cortisol** from the adrenal glands. Symptoms may include; a round face, obesity of the abdominal area, thin arms and legs, thin skin that is easily bruised, increased urine production, excess facial hair, no menstruation, impotence, acne, general weakness, thirst, backache and headache.

Cutaneous – pertaining to the skin.

Cuticle – outer layer of cells in the hair, the external, protective layer of a structure, or epidermal tissue above the matrix of the nail at the base of the nail plate.

Cuticle cream – a mixture of fats and waxes it is used to soften and nourish the cuticle, allowing it to be pushed back with ease and to replace lost oil and moisture

Cuticle knife – an implement used in manicure and pedicure to remove traces of cuticle adhering to the nail plate

Cuticle nippers – an implement used in manicure and pedicure to trim torn or ragged cuticle

susancressy

spa & beauty therapy in practice

Cuticle remover – a lotion applied to the cuticle to aid in their removal. It may have an irritating and drying effect on the skin and nail because of its alkalinity so should be applied in moderation and removed quickly after use

Cuticle work – treatment of the cuticles of the nail to include, moisturising, pushing back and trimming. It enhances the appearance of the nail plate, discourages the formation of hangnails and ensures a clean surface on which to apply nail enamel.

Cutting – to trim or shorten with scissors, clippers or knife

Cysts – small cavities that form a closed sac containing fluid, semi-solid matter or air. They can occur anywhere in the body and may be single or multiple. Some common cysts include; sebaceous - in the skin and filled with keratin, ovarian - fluid filled in the ovary, ganglion - fluid filled and connected to a joint and popliteal - behind the knee.