

Title: **Case Study
Hair & Beauty
in Gloucestershire**

Kaylie Guy has landed her dream job at a top hotel health spa after gaining qualifications in beauty therapy at further education college.

The 19-year-old, from Sedbury, works as a spa therapist at the luxury Celtic Manor Hotel in Newport. "It's brilliant," she says. "Everyone's so nice, you get to meet so many different people – and the pay's not bad either!"

Kaylie has always been interested in beauty treatments. At Wyedean School she had found some academic subjects difficult. But she found out that she could take a work-related course in Beauty alongside GCSEs.

She was able to attend Royal Forest of Dean College one day a week where she took NVQ (National Vocational Diploma) Level 1 in Beauty, learning about basic manicure and make-up, and taking GCSEs at school during the other four days.

Once she found a course that she was good at and enjoyed, her confidence bloomed. "I came out of my shell," she says.

At 16, she enrolled at college to continue to take NVQ Beauty at Level 2 and then Level 3. Only when she went to college was she diagnosed with dyslexia, which explained why she found some of her studies such a problem.

She enjoyed the different environment of college, and found the coursework was very practical.

At Level 2, which takes a year as a full-time course, she concentrated on waxing, facials, eye care, nails and pedicure. At Level 3 (the same qualification level as 'A' Levels), she learned about body massage, tanning, nail extensions, hair removal, anatomy and physiology (the human body).

She also did work experience to practice her skills and discover what the world of work is like.

As well as needing good technical skills, Kaylie believes a beauty therapist should be a good listener. You need to understand what the client wants and to be discreet because they may talk about their private lives.

Beauty therapists should be organised and confident in what they are doing, and it is essential that you are open and friendly.

She enjoyed all aspects of her coursework, particularly learning about body massage. "I love making people look good and feel good about themselves," she says. "You can see the difference from them walking into the salon, to when they walk out."