

# VTCT Skills Level 2 Certificate in Nail Technology

Accreditation start date: ..... 1 August 2010  
Credit value: ..... 20  
Total Qualification Time (TQT): ..... 200  
Guided Learning Hours (GLH): ..... 162  
Qualification number: ..... 500/8882/8

## Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV20483				
UV20453				
UV20470				
UV20399				
Optional units				

# Qualification

## Introduction

The VTCT Skills Level 2 Certificate in Nail Technology is a qualification that has been specifically designed to develop your practical skills in: how to provide and maintain nail enhancements and manicure treatments.

To further enhance your practical skills you will have the opportunity to choose from the following practical units: how to provide nail art and pedicure treatments.

Underpinning this qualification you will develop a sound knowledge of health and safety practices in a salon environment and how to promote client care and communications in beauty related sectors. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your skills in nail technology to a high level of occupational ability, to enable you to perform your own salon services.

The legislations referred to within this qualification apply to UK learners. For learners outside of the UK, you should familiarise yourself with legislations that may apply to you.

## Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

## National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

## Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT Skills qualifications:

- Level 2 NVQ Diploma in Beauty Therapy General
- Level 2 NVQ Diploma in Nail Services
- Level 3 NVQ Diploma in Nail Services

Progression opportunities also exist in the form of specialist VTCT Skills vocationally related qualifications:

- Level 2 Certificate in Nail Treatments
- Level 2 Diploma in Beauty Services
- Level 2 Diploma in Beauty Specialist Techniques
- Level 2 Diploma in Hair and Beauty Services
- Level 3 Award in Nail Enhancements and Advanced Hand and Nail Art Techniques
- Level 3 Diploma in Nail Technology

This qualification may lead directly into employment in the nail services industry, providing a range of nail services.

# Qualification structure

## Total credits required - 20

All mandatory units must be completed.

### Mandatory units - 17 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20453	A/601/4458	Client care and communication in beauty-related industries	2	20
UV20470	T/601/4569	Provide manicure treatments	5	48
UV20399	M/601/3937	Provide and maintain nail enhancement	7	46

### Optional units - Minimum of 3 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20471	R/601/4448	Provide pedicure treatments	5	48
UV20472	L/601/4450	Provide nail art	3	24

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT Skills will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

## **Internal assessment**

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT Skills external quality assurers.

## **External assessment**

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT Skills. Externally assessed hard-copy question papers will be set by VTCT Skills, marked by centre staff and sampled by VTCT Skills external quality assurers.

## **Assessment explained**

VTCT Skills qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT Skills and regulatory requirements.

An external quality assurer, appointed by VTCT Skills, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

# Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT Skills unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20453	Client care and communication in beauty-related industries	0	✓	✓
UV20470	Provide manicure treatments	2	✓	✓
UV20399	Provide and maintain nail enhancement	1	✓	✓

Optional units				
		External	Internal	
VTCT Skills unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20471	Provide pedicure treatments	2	✓	✓
UV20472	Provide nail art	1	✓	✓

# Unit glossary

	Description
VTCT Skills product code	All units are allocated a unique VTCT Skills product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT Skills.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided Learning Hours (GLH)	The activity of a learner in being taught or instructed or otherwise participating in education or training under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total Qualification Time (TQT)	The number of hours an awarding organisation has assigned to a qualification for guided learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed. However unlike Guided Learning Hours, TQT is not under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowledge, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

# UV20483

## Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work. You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices. You will also need to be able to locate firefighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to salons or barbershops.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up, Massage therapist, Nail technician. The term salon is used to incorporate the fixed business locations where services provided by the above practitioners may take place.

Level

**2**

Credit value

**3**

GLH

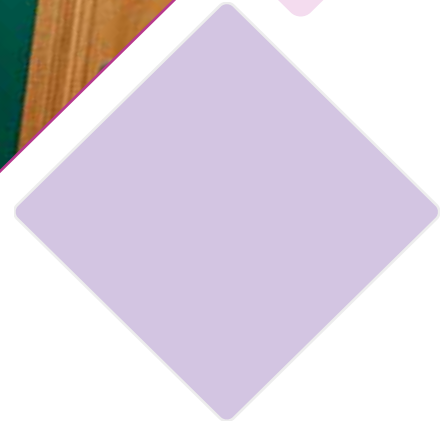
**22**

Observation(s)

**3**

External paper(s)

**1**



# Follow health and safety practice in the salon



## Learning outcomes

### On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least three occasions**.
4. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.
6. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There is **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

There is no range section that applies to this unit.

# Observations

## Learning outcome 1

### Be able to maintain health, safety and security practices

**You can:**

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturers' instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

Observation	1	2	3	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				

## Learning outcome 2

### Be able to follow emergency procedures

**You can:**

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

Observation	1	2	3	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

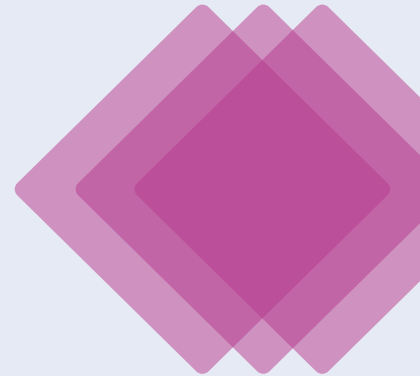
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning outcome 1

### Be able to maintain health, safety and security practices

You can:	Portfolio reference/ Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted are assessed in the external paper.

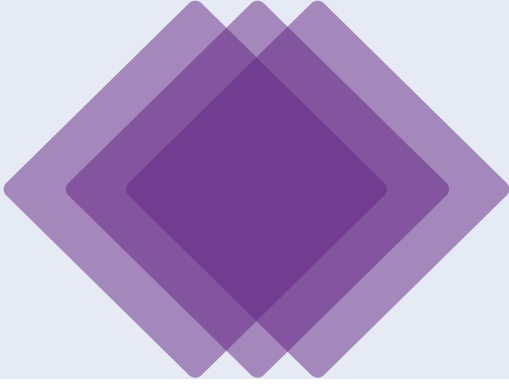


## Learning outcome 2

### Be able to follow emergency procedures

You can:	Portfolio reference/ Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of firefighting equipment for different types of fire	
g. State the dangers of the incorrect use of firefighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



# Notes

Use this area for notes and diagrams.

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# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to maintain health, safety and security practices

### **Working in accordance with current health and safety legislation:**

Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards** – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment** – staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**Salon hazards:** Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

**Environmental** – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/ exit.

**Equipment** – broken, worn, faulty, incorrect use.

**Chemicals** – leaking, damaged packaging.

**Security (cash)** – unattended reception/till, money in transit, cash left in till overnight.

**Security (people)** – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

**General hygiene:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment/service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise practitioners' hands before, during and after treatments/services.

## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

### Salon policy for security:

**Cash** – staff training, point of sale, regular banking, in transit.

**People** – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

**Belongings** – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

**Security breaches** – inform salon/barbershop owner/lecturer/teacher, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

### Maintenance of tools and equipment:

Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove and label broken tools and equipment, store correctly.

**Preparation of work area:** Work station/bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/ small equipment, portable appliance tested, bed/seat/basin (select height).

### How to follow safe and hygienic working practices:

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Electricity at work:** Visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

**Towels:** Wash regularly and efficiently, use fresh/single use towels for every client, place dirty towels in a covered bin.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, byelaws, code of conduct, risk assessment.

**Control of substances hazardous to health:** Store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use, PPE.

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and ability.

**Professional appearance:** Clean professional uniform, unobtrusive jewellery or piercings, hair clean and styled, closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (appropriate in length, clean, in good condition and maintained).

**Client preparation and care:** Preparing for and performing a treatment/service taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

**Position yourself and the client appropriately:**

**Practitioner** – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

**Client** – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.



## Learning outcome 1: Be able to maintain health, safety and security practices (continued)

### **The difference between health and safety legislation, regulations and code of conduct:**

**Legislation and regulations** – government led, implemented, monitored.

**Code of practice and policies** – salon/barbershop led, implemented, monitored.

**Employer responsibility for safety of staff/employees/clients:** Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/ fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.

**Liability insurance:** Employers, public, professional indemnity.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene- handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and treatment/ service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for clients and employees', water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposables and single-use items, record product usage, paper-free appointment systems and pricelists, energy uses reduction, green energy, reduce carbon footprint.

**Disposal of waste:** Lined waste bin with a lid, byelaws/organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, chemical, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

## Learning outcome 2: Be able to follow emergency procedures

### Emergency procedures:

**Accidents** – call ambulance, nominated first aider, follow the organisations policy, maintain and update records.

**First aid** – call nominated first aider, follow the organisations policy, ensure accurate records.

**First aid equipment** – first aid box(es), list of equipment, general advice leaflet, individually wrapped sterile plasters in assorted sizes, sterile eye pads, individually wrapped triangular bandages, safety pins, large and medium sterile dressings, disposable gloves, eyewash.

**Fire evacuation** – nominated assembly point, fire wardens, regular simulation/ drills.

**Incidents** – call security, emergency external numbers 999 (UK) or 112 (EU), follow the organisations policy.

**Position of firefighting equipment** – induction process.

**How to use firefighting equipment** – designated personnel, initial/ongoing training.

**Records and documentation** – initial/ ongoing training, up-to-date, accurate.

**Safety drills** – induction process, initial/ ongoing training person, regular simulation/ drills.

**Staff responsible for safety** – overall safety; nominated health and safety officer (internal/external). All staff are responsible for day to day.

**Firefighting equipment:** Location, extinguishers (water, foam, powder, CO2 gas), sand bucket, fire blanket, alarm.

**Incorrect use of firefighting equipment:** Fire could escalate or become uncontrollable, injury to staff/clients, risk to life, damage to belongings/property.

# UV20453

## Client care and communication in beauty-related industries

This unit is about client care and communication in beauty-related industries. You will develop your communication skills to deal with consultations, complaints, client comfort and all forms of client care. You will develop a client-centred approach to all your treatments.

Level

**2**

Credit value

**2**

GLH

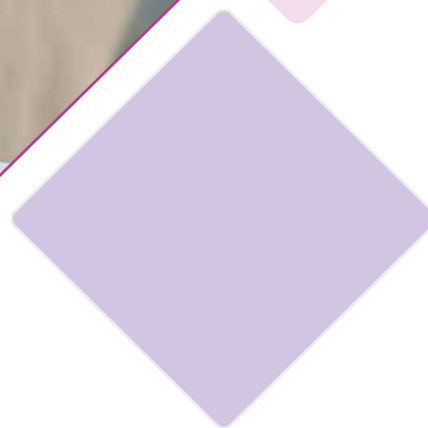
**20**

Observation(s)

**3**

External paper(s)

**0**



# Client care and communication in beauty-related industries



## Learning outcomes

### On completion of this unit you will:

1. Be able to communicate with clients
2. Be able to provide client care

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least three occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

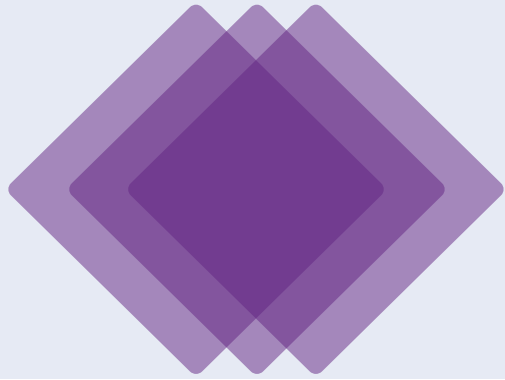
Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

The client requirements for practical observations within this unit are not gender specific.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to communicate with clients

**You can:**

- a. Use effective communication techniques
- b. Use client consultation techniques to identify treatment objectives
- c. Provide the client with clear advice and recommendations

\*May be assessed through oral questioning.

Observation	1	2	3	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to provide client care

**You can:**

- a. Maintain client confidentiality in accordance with legislation
- b. Gain feedback from clients on client care
- c. Respond to feedback in a constructive way
- d. Refer client complaints to the relevant person
- e. Assist in client complaints being resolved

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# Range

\*You must practically demonstrate that you have:

<b>Provided client care to all clients</b>	<b>Portfolio reference</b>
New	
Regular	

<b>Identified client objectives using all consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	

<b>Used all types of communication</b>	<b>Portfolio reference</b>
Verbal	
Non-verbal	

<b>Dealt with all types of client care</b>	<b>Portfolio reference</b>
Dealing with complaints	
Advice and recommendations	
Client comfort	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

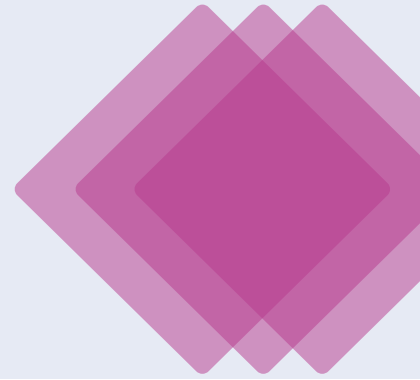
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



# Knowledge



## Learning outcome 1

### Be able to communicate with clients

You can:	Portfolio reference/ Assessor initials*
d. Outline different forms of communication used to deal with clients	
e. Describe how to use consultation techniques to identify treatment objectives	
f. State the importance of using effective communication to identify client needs and expectations	
g. Describe the term 'personal space'	
h. State the importance of providing the client with clear advice and recommendations	

\*Assessor initials to be inserted if orally questioned.

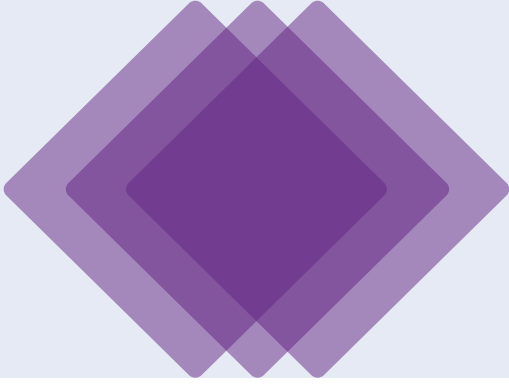


## Learning outcome 2

### Be able to provide client care

You can:	Portfolio reference/ Assessor initials*
f. Describe client confidentiality in line with data protection legislation	
g. Explain the importance of communication techniques to support retail opportunities	
h. State the importance of client feedback and responding constructively	
i. Outline how to refer and assist in client complaints	

\*Assessor initials to be inserted if orally questioned.



# Notes

Use this area for notes and diagrams.

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# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to communicate with clients

### Communication techniques:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment/service and expected outcomes, checking client's comfort and wellbeing throughout the treatment/service.

**Personal space:** Space between client and therapist, positioning of client, suitable location for consultation, client's comfort, client's privacy, unobtrusive behaviour.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, avoid conflict between a client and therapist, use a range of related terminology linked to treatment/service being performed.

### Recommendations to client:

Pre-treatment/service instructions on treatment/service process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment/service options, adaptations and modifications, post-treatment/service advice/aftercare, lifestyle changes to maintain or improve health.

## Learning outcome 1: Be able to communicate with clients (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

## Learning outcome 2: Be able to provide client care

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment/service tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### Communication techniques

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment, impart information to ensure client understanding

**Non-verbal** – eye contact, body language, listening.

**Retail opportunities:** Completion of consultation, linking of retail/sales, selling products and other services.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health

and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity/allergy alert test, current skincare/body care regime, treatment/service requirements, client preferences and expectations, skin/hair analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment/service options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Client care feedback:** Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback constructively professional manner, polite, courteous, personal development, improves client satisfaction, salon profits, career development, team work, employee training, reputation, repeat business, additional treatments/services.

**Client complaints:** Professional manner, polite, courteous, good client care, referral person senior therapist, senior receptionist or manager, resolve situation and assist, good communication techniques, maintain positive client care, eye contact, facial expressions and body language, deal with situation calmly, methods of recording complaints, prompt response verbally/written.

# UV20470

## Provide manicure treatments

This unit is about providing manicure services to clients. You will learn about consulting with the client, recognising any contra-indications, preparing for the service and producing a treatment plan. You will also learn about filing and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and using a suitable nail finish.

You will need to carry out effective health, safety and hygienic working practices.

Level

**2**

Credit value

**5**

GLH

**48**

Observation(s)

**3**

External paper(s)

**2**



# Provide manicure treatments



## Learning outcomes

### On completion of this unit you will:

1. Be able to prepare for manicure treatments
2. Be able to provide manicure treatments

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least three occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

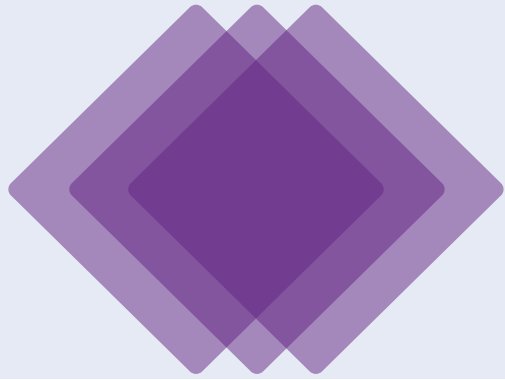
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## Maximum service times

The following maximum service times apply to this unit:

**Manicure** – 45 minutes



# Observations

## Learning outcome 1

### Be able to prepare for manicure treatments

**You can:**

- a. Prepare yourself, the client and work area for manicure treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a nail and skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and nail conditions

\*May be assessed through oral questioning.

Observation	1	2	3	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

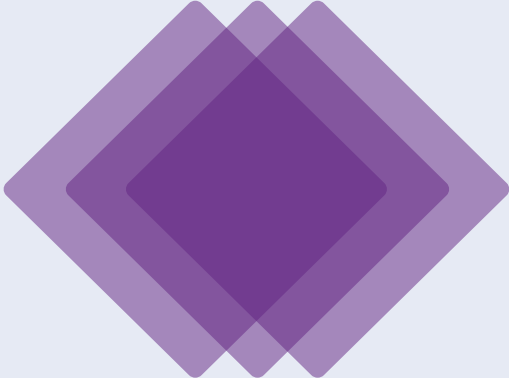
### Be able to provide manicure treatments

**You can:**

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, nail and skin conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				



# Notes

Use this area for notes and diagrams.

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# Range

\*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	

Dealt with a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	

Used a minimum of 4 types of hand and nail treatments	Portfolio reference
Paraffin wax	
Hand masks	
Thermal mitts	
Exfoliating products	
Warm oils	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



**\*You must practically demonstrate that you have:**

<b>Applied all types of finish</b>	<b>Portfolio reference</b>
Dark colour	
French	
Buffed	

<b>Given all types of treatment advice</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment need	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

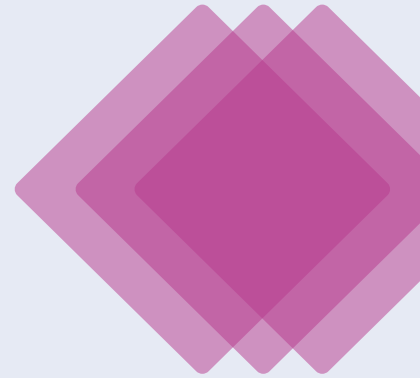
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



# Knowledge



## Learning outcome 1

### Be able to prepare for manicure treatments

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for manicure treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin and nail conditions	
k. Identify nail and skin conditions	
l. Describe the contra-indications which prevent or restrict manicure treatments	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



## Learning outcome 2

### Be able to provide manicure treatments

You can:	Portfolio reference/ Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs, nail and skin conditions	
l. Describe how treatments can be adapted to suit client treatment needs, nail and skin conditions	
m. Describe the different massage techniques and their benefits	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. State the importance of completing the treatment to the satisfaction of the client	
p. State the importance of completing treatment records	
q. State the aftercare advice that should be provided	
r. Describe diseases and disorders of the nail and skin	
s. Describe the structure and functions of the nail and skin	
t. Describe the structure and function of the muscles of the lower arm and hand	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide manicure treatments

You can:	Portfolio reference/ Assessor initials*
u. Describe the structure and function of the bones of the lower arm and hand	
v. Describe the structure and function of the arteries and veins of the arm and hand	
w. Describe the structure and function of the lymphatic vessels of the arm and hand	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to prepare for manicure treatments

### **Management of health and safety at work:**

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – hand-washing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Electricity at work:** Checking/visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Equipment:** Follow organisational/manufacturer's/supplier's instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Products, tools and equipment:** Disinfecting fluid, sterilising solution, sanitiser, nail station or couch roll, trolley, chair/stool – adjustable, towels, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for applying a manicure treatment, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment

**Liability insurance:** Employers, public, professional indemnity.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### **Control of substances hazardous to health:**

Replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage, handling, use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

### **Hygiene:**

**General:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's/nail technician's hands before, during and after treatments.

**Sterilisation:** (Metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

**Disinfection:** Heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

**Therapist/nail technician health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown if appropriate, advise client on clothing to remove/keep on, protect clothing, remove jewellery, maintain client comfort, privacy and modesty, client positioned correctly



## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### Communication:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile- work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, nail and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

## Learning outcome 1: Be able to prepare for manicure treatments (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements and technician/therapist recommendations (for longevity of nails), cleanse treatment area to identify condition of skin and nails, remove nail polish, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, agree colour selection for nails, agree shape, further treatments (deluxe manicure, artificial nail treatments if appropriate), fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**Nail length and shape:** Long, mid-length, short, round, oval, square, squoval, almond.

**Aftercare advice:** Immediate restrictions following treatment (allow nails time to dry), general hand/nail care maintenance, explanation of products used during treatment and their benefits, recommended intervals between treatment, retail products recommended for home care, application and benefits, hand/nail care advice should reflect the condition of the hands and nails presented and the lifestyle of the client, drying hands thoroughly after washing, application of hand cream, correct technique for filing nails, the benefits of using a base coat with coloured nail polish, having regular manicures.

**Nail and skin analysis:** Visual and manual examination of the condition of the hands, skin and nails, wipe over hand and nails with cotton wool and hand sanitiser, check for contra-indications, identify areas of dryness, cuticles and general skin condition, hard skin, condition of nails (split/ brittle, ridged nails, importance (to provide accurate treatment, ensure client benefits from treatment, ongoing treatment plan, identify contra-indications that prevent (absolute) or restrict (relative) treatment).



## Learning outcome 1: Be able to prepare for manicure treatments (continued)

### Contra-indications:

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – During chemotherapy and radiotherapy, contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis/pedis), parasitic infections, medical oedema, fever, recent operations, severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions, bruising, recent scar tissue, sunburn.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**Expected reactions, adverse reactions/ contra-actions** – Establish if it is an expected reaction or an adverse reaction/ contra-action.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example avoid heat treatments, application of perfumed products, exposure to UV. immediately following treatment.

**In the case of an adverse reaction/ contra-action** – discontinue treatment, take remedial action, record adverse reaction/ contra-action, advise on homecare and how to access remedial medical care if required. Therapist/nail technician to review own performance and adjust techniques accordingly.

**Possible expected reactions** – Erythema.

**Possible adverse reactions/ contra-actions** – Hyperaemia, allergic reaction, discolouration of the product, discoloration of the nail plate, discolouration of the nail bed, thinning of the nail plate, cuts and abrasions, bruising, lifting of the product, infection.

**Nail conditions:** Onychophagy, discolouration, misshapen, spilt above the hyponychium, beau lines, longitudinal and horizontal ridges, dehydrated, onychorrhexis, leukonychia, onycholysis.

**Skin conditions:** Damaged cuticle, dry cuticle and skin, overgrown cuticle, fragile skin, calluses.

## Learning outcome 2: Be able to provide manicure treatments

**Products:** Hand sanitiser, nail polish remover, hand/nail soak, cuticle cream, cuticle remover, hand exfoliator, hand cream, paraffin wax, oil, hand mask, topcoat, base coat, ridge filler, nail hardener/strengthener, nail polish thinner, quick dry products, buffing paste.

**Tools:** Disposable orange sticks, emery boards, nail buffer, glossing buffer, cuticle knife, cuticle pusher cuticle nippers, rubber hoof stick, spatula, nail scissors, nail clippers, paraffin wax application brush.

**Equipment:** Paraffin wax heater, trolley, bin with liner, cotton wool, jar or vessel for tools, nail treatment table or couch, nail soaking bowl, heated mitts, bowls (1 for jewellery, 1 for cotton wool, 1 for warm oil if used), cling film/foil (paraffin wax), warm towels.

### Treatment Techniques:

- Preparation
- Shaping/filing
- Buffing
- Application cuticle cream
- Application cuticle remover
- Cuticle work
- Exfoliation
- Application heat treatments/warm oil/paraffin wax/hand masks
- Application hand cream/massage
- Application of nail finish for example – nail polish, glossing buffer, natural nail, nail strengthener, French, dark colour, light colour

**Evaluation and client satisfaction:** Client agreement, client feedback, client objective, results of treatment, recommend future treatments, record adjustments for next treatment, maintain accurate records.

**Massage mediums:** Massage oil, oil-free, massage cream, hand cream.

**Massage movements:** Effleurage, tapotement, petrissage and friction.

**Benefits of massage during manicure:** Increased circulation and lymph flow, joint mobility, improved warmth and colour to the skin.

### Nail:

**Structure of the nail** – nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, lateral fold, process of nail growth (formation, rate, factors affecting growth), nail thickness, effects of damage.

**Functions of the nail** – protection of fingers.

### Skin:

**Epidermis** – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

**Dermis** – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.



## Learning outcome 2: Be able to provide manicure treatments (continued)

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the skin** – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

**Examples of nail and skin diseases and disorders:** Overgrown cuticles, dry skin conditions, dermatitis, eczema, psoriasis, muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuconychia, onychauxis (hypertrophy), onychatrophia (atrophy), onychorrhaxis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), onycholysis, pterygium.

**Muscles of the lower arm and hand:**

Supinator radii brevis, flexor carpi radialis, extensor carpi radialis, flexor carpi ulnaris, extensor carpi ulnaris, flexor carpi digitorum, extensor carpi digitorum.

**Muscle functions** – contraction, relaxation, attachment, movement, posture/stability

**Bones of the arm and hand:** Ulna, radius, carpals, metacarpals, phalanges proximal row (nearest radius and ulna – scaphoid, lunate, pisiform), triquetral distal row (nearest to fingers – trapezium, trapezoid, capitate, hamate).

**Skeletal functions** – support, joints movement, attachment, mineral source, blood cell formation.

**Arteries and veins of the arm and hand:**

**Arteries** – radial artery, ulnar artery, brachial artery, palmar arch (Deep and superficial).

**Veins** – cephalic vein, radial vein, basilic vein, median vein, ulnar vein, palmar venous arches.

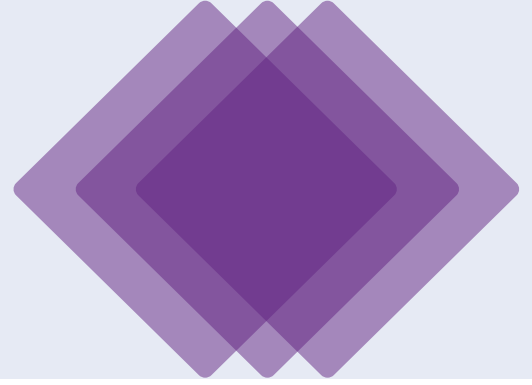
**Functions of the blood** – transport, regulation, protection, clotting.

**Lymphatic vessels of the hand and arm:**

Supratrochlear, lymphatic capillaries, lymphatic vessel, lymphatic node.

**Functions of the lymphatic system** – fluid distribution, fighting infection, transport of fat.

# Notes



Use this area for notes and diagrams.

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# UV20399

## Provide and maintain nail enhancement

This unit is about applying, maintaining and removing nail enhancements, using either UV gel, liquid and powder or wrap nail systems. You will also learn about health and safety, client care and hygiene practice for nail technicians.

Level

**2**

Credit value

**7**

GLH

**46**

Observation(s)

**6**

External paper(s)

**1**



# Provide and maintain nail enhancement



## Learning outcomes

### On completion of this unit you will:

1. Be able to prepare for nail enhancement services
2. Be able to provide nail enhancement services

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least six occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There is **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## Maximum service times

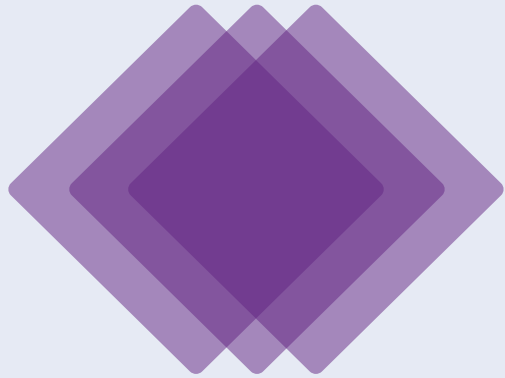
The following maximum service times apply to this unit:

**Nail enhancements** – 120 minutes  
(full set)

**Nail enhancements maintenance** – 90 minutes  
(1 colour)

**Nail enhancements removal** – 60 minutes

**Natural nail overlays** – 75 minutes



# Observations

## Learning outcome 1

### Be able to prepare for nail enhancement services

**You can:**

- a. Prepare yourself, client and work area for nail enhancement services
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a nail and skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, skin types and nail conditions

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3	4
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

<b>Observation</b>	5	6	Optional	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

## Learning outcome 2

### Be able to provide nail enhancement services

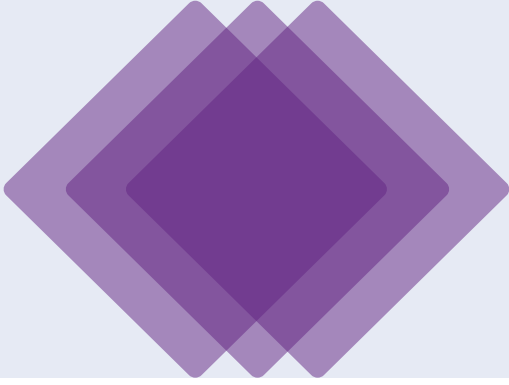
#### You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices and industry Code of Practice for nail services
- c. Position yourself and the client correctly throughout the service
- d. Use products, tools, equipment and techniques to suit client's service needs, nail and skin conditions
- e. Complete the service to the satisfaction of the client
- f. Record the results of the service
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				

Observation	5	6	Optional	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Notes

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# Range

\*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Physical examination	
Reference to client records	

Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encourage the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	

Applied all types of nail services	Portfolio reference
Full set of natural nail overlays	
Full set of natural tips and overlays	

Used a minimum of 1 nail system	Portfolio reference
UV gel	
Liquid and powder	
Wrap	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

**\*You must practically demonstrate that you have:**

<b>Carried out all types of maintenance</b>	<b>Portfolio reference</b>
Infill	
Re-balance	

<b>Provided all types of advice</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

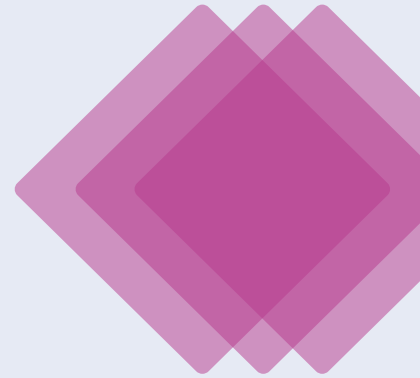
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning outcome 1

### Be able to prepare for nail enhancement services

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and the work area	
g. Describe the environmental conditions suitable for nail enhancement services	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin and nail conditions	
k. Identify nail and skin conditions	
l. Describe the contra-indications which prevent or restrict nail enhancement services	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

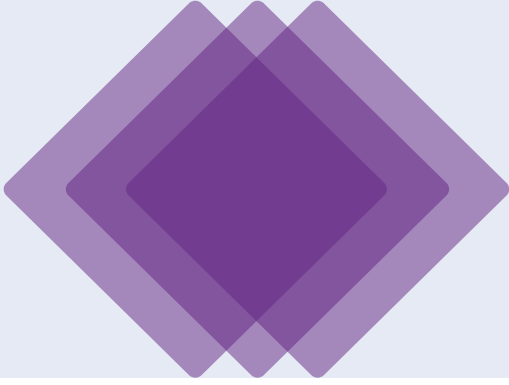


## Learning outcome 2

### Be able to provide nail enhancement services

You can:	Portfolio reference/ Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices and industry Code of Practice for Nail Services	
j. Explain the importance of positioning yourself and the client correctly throughout the service	
k. Explain the importance of using products, tools, equipment and techniques to suit clients service needs, nail and skin conditions	
l. Describe how services can be adapted to suit client service needs, nail and skin conditions	
m. Describe how to maintain and remove nail enhancements	
n. State the contra-actions that may occur during and following service and how to respond	
o. State the importance of completing the service to the satisfaction of the client	
p. State the aftercare advice that should be provided	
q. Describe the chemical process involved in the nail enhancement system	
r. Describe the structure and functions of the nail and skin	
s. Describe the different natural nail shapes	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



# Notes

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# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to prepare for nail enhancement services

### **Management of health and safety at work:**

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a service taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Electricity at work:** Checking/visual check of equipment, no trailing wires, portable appliance testing (PAT).

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh/single use towels for every client, place dirty towels in a covered bin.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Liability insurance:** Employers, public, professional indemnity.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

### **Control of substances hazardous to health:**

Replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage handling use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating or drinking.

## Learning outcome 1: Be able to prepare for nail enhancement services (continued)

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR), Environmental Protection Act, local government miscellaneous provisions, occupiers' liability, local bye-laws.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

**Chemicals:** Storage, handling, safe usage, disposal, records.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, children, personal belongings, systems, security, emergency evacuation, storage, client records, business information.

### **Over exposure to chemicals – prevention:**

Routes of entry to the body, preventing inhalation, ingestion and absorption, ventilation units, professionally fitted extraction unit, local exhaust, charcoal filters, fan, good housekeeping techniques, salon hygiene, correct application techniques, manufacturer's instructions, personal protection equipment, correct ventilation, decanting products, eye protection (contact lenses, safety glasses), UV lamp maintenance (clean reflectors, change bulbs and reflectors), coat of oil on nails to reduce dust.

### **Over exposure to chemicals – symptoms:**

Headaches, sickness, dizziness, fainting, fatigue, effects on respiratory system, skin irritation.

### **Hygiene:**

**General:** Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after services.

**Sterilisation** – Autoclave, glass bead, chemical, UV cabinet for storage only.

**Disinfection** – Heat or chemical methods, bactericides, fungicides, viricides.

## Learning outcome 1: Be able to prepare for nail enhancement services (continued)

### Disposal of waste:

#### Technician health and wellbeing:

Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-service tests, advise client on clothing to remove/keep on, protect client clothing, maintain client comfort, privacy and modesty, client positioned correctly.

### Communication:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to service.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification:** Checking client understanding of proposed service and expected outcomes, checking client's comfort and wellbeing throughout the service.



## Learning outcome 1: Be able to prepare for nail enhancement services (continued)

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, nail and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Nail and skin analysis:** Accurate recommendations for treatment or referral to GP, gather information, avoid cross infection and making a nail or skin condition worse, cleanse and sanitise hands, refer to previous records, remove nail polish, visual check for contra-indications.

**Nail conditions:** Onychophagy, discolouration, misshapen, split above the hyponychium, Beau's lines, longitudinal and horizontal ridges, dehydrated, onychorrhexis, leuconychia, onycholysis.

## Learning outcome 1: Be able to prepare for nail enhancement services (continued)

**Skin types:** Normal (balanced), oily, dry, combination.

**Skin conditions:** Congested, pustular, dehydrated, fragile, hyper/hypo pigmentation, lack lustre, lax elasticity, mature, photo-aged, photo-sensitive, pustular, sensitised, sensitive, vascular.

**Skin:**

**Structure of the skin:**

**Epidermis** – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

**Dermis** – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the skin** – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

**Cuticle conditions:** Dry, normal, overgrown, split, hangnail.

**Natural nail shape:** Fan, hook, spoon, oval, square.

**Nail shape:** Round, oval, square, squoval, coffin, almond, stiletto.

**Nail length:** Long, mid-length, short.

**Structure of the nail:** Nail plate, nail bed, matrix, cuticle, lunula, nail wall, free edge, lateral fold.

**Process of nail growth:** Formation, rate, factors affecting growth, nail thickness, damage.

**Functions of the nail:** Protection of fingertips and toes.

**Contra-indications:**

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the service from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – Fungal infections – onychomycosis, tinea pedis, bacterial infections – pseudomonas (green between nail plate and overlay), paronychia, onychia, viral infection – verruca vulgaris, infestations, allergic reactions, overexposure (red, itchy inflamed, sore tissue), white patchy nails, severe eczema, psoriasis or dermatitis, open wounds/cuts/abrasions local to treatment area, nail plate separation, onycholysis, bruising, onychocryptosis, client to seek medical advice.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.



## Learning outcome 1: Be able to prepare for nail enhancement services (continued)

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Minor eczema, psoriasis or dermatitis (barrier cream, good hygiene), severely bitten or damaged nails (keep extensions short, weekly maintenance, water manicure few days prior to treatment), dry overgrown cuticles (water manicure few days prior to treatment), broken bones, cuts and abrasions (cover and protect, modify treatment by avoiding affected area).

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example apply a cold compress.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required. Technician to assess own performance if applicable.

**Possible expected reactions** – erythema.

### **Possible unexpected/adverse reactions**

– Allergic reaction – overexposure, poor application, cure time, hygiene, (remove product, apply cold compress, medical referral, avoid UV gels and acrylics). Premature loss – preparation, extensions too long, lifestyle, mixing different manufacturers' products. Lifting – preparation, medication, contamination, improper application, infrequent maintenance, nipping, product too thick/thin, natural nail wet, free edge same length as overlay. Breaking and splitting of extension – air bubbles in product, filling natural nail, heavy handed filing, brittle product, poor tip fit/form fit, nails too long, preparation, balance of nail, infrequent maintenance, home care, trauma, infection, chemical irritation. Discoloration of product – contamination, formulation of product, staining, high wattage of UV lamp. Bacterial infection – preparation, infrequent maintenance, cracking of natural nail/enhancement, picking, biting, incorrect removal, nipping, lifted product, free edge separation, contaminated tools. Breaking and splitting of natural nail – over blending tips, over buffing natural nail, extension too long/thin/thick, incorrect removal, infrequent maintenance. Fungal infection – trauma, improper manicure/preparation, contamination, moist conditions. Discoloration of natural nail – base coat, formaldehyde, improper preparation, lifting/cracking of overlay, overuse of primer, bacterial infection, contaminated tool.

## Learning outcome 2: Be able to provide nail enhancement services

**Product – liquid and powder:** Nail cleanser, dehydrator, adhesives, full well natural tips, sculpting forms polymer powders (pink, clear), ethyl methacrylate liquid (EMA), primer (refer to manufacturer's instructions), base coat, top coat, polish, tip/product remover, polish remover.

**Product – UV gel:** Nail cleanser, dehydrator, adhesives, full well natural tips, sculpting forms, UV gels (clear, pink), primer (refer to manufacturer's instructions), base coat, top coat, polish, tip/product remover, polish remover.

**Product – wrap:** Nail cleanser, dehydrator, adhesives, full well natural tips, fibreglass, silk, setting agents, resins, base coat, top coat, polish, tip/product remover, polish remover.

**Product – skin:** Sanitiser, hand cream, lotion, cuticle oil.

**Tools:** Cuticle pusher, cuticle nippers, tip cutters, nail clippers, nail scissors, files and buffers, stiff bristled nail brush, product application brushes, dappen dishes (liquid and powder).

**Equipment:** Nail desk/station and chairs, ventilation system, desk lamp, UV lamp, towels, disposable paper roll, tissue, nail wipes.

### Client treatment needs:

**Nail length** – reduce excess length.

**Nail shape** – client preference round, oval, square, squoval, coffin, almond, stiletto. Suits client's natural shape (round, oval, square, squoval, almond), misshapen.

**Nail condition** – onychophagy, discolouration, misshapen, spilt above the hyponychium, Beau's line, longitudinal and horizontal ridges, dehydrated, onychorrhexis, leukonychia.

**Enhancement maintenance** – contra-actions, refine shape, maintenance of overlay, rebalance, re-position smile line, reduce bulk product, buffing.

**Desired appearance of nail:** Client preference, natural, high shine, polish, French.

### Chemical processes:

**UV gel** – curing, polymerisation, gel when exposed to UV light will harden.

**Liquid and powder** – monomer and polymer used together polymerise.

**Wrap** – curing takes place when activator/accelerator applied.

**Catalyst** – speeds up or slows down reaction.

**Initiator** – starts the chemical reaction, avoid an exothermic reaction, dealing with exothermic reaction if it occurs.

### Treatment techniques:

**Use of files** – file applied at 45-to-90-degree angle to nail, filing strokes in one direction only, bevelling technique to be used where appropriate, nail filed to fit the shape of the stop point, graduate file to remove scratches.

**Use of buffer** – buff in correct sequence to achieve high shine.



## Learning outcome 2: Be able to provide nail enhancement services (continued)

**Cuticle work** – product removed from container with spatula or orange woodstick, product applied to cuticle area, cuticle pusher to push back the cuticle with small circular movements, cuticle nippers to remove any remaining cuticle with small pinching movements, excess product removed, wet manicure a few days prior to treat overgrown cuticles.

**Natural nail preparation** – shine removed with a high grit file, shine removed following direction of nail growth, application of cleanser/dehydrator to nail plate, attention paid to lateral folds and cuticle area, natural nail shaped to fit stop point of tip.

**Tip application** – tip correctly fitted sidewall to sidewall, pre-tailor if required, correct C curve for natural nail shape, tip is pre-tailored to suit client's natural nail shape and length, no air bubbles, reduce well area to cover 30% of the natural nail, no gaps between the stop point of tip and free edge, excess adhesive removed from under free edge and surrounding skin, tips cut to length according to client requirements, client's finger supported to avoid discomfort during cutting, tips shaped according to client's requirements.

**Tip blending** – blending on the tip only, file used in long rounded strokes and kept flat to the tip, even pressure, tip seam line is undetectable, no damage to surrounding tissue or nail plate, work over entire tip to avoid heat production.

**Application of overlay** – cleaning and training of brush, client finger, nail and nail product positioned correctly, primer (if required) applied sparingly to natural nail, cuticle or soft tissue is avoided with brush and product, products used in the correct sequence according to manufacturer's instructions, a margin is left at the cuticle sidewalls, crisp, curved smile line, even distribution of product, colours consist of pink, white and opaque's, correct application techniques to suit nail shape and condition, files kept parallel to nail, no air bubbles, surrounding skin undamaged, nail structurally balanced and shaped (consistent shape and length), surface smooth and even, free from demarcations, shape and length complements the client's hands/feet.

**Liquid and powder** – pressing and smoothing beads of acrylic over the nail to create an even surface, correct ratio of liquid and powder, monomer is used with polymer, wiping of brush between applications, remove excess liquid to create different sized beads in relation to nail size.

**UV gel** – correct cure times are followed (UV gel), thin gel application, surface residue is removed at the correct stage in accordance with manufacturer's instructions (UV gel), product applied to avoid an exothermic reaction.

## Learning outcome 2: Be able to provide nail enhancement services (continued)

**Wrap** – fabric cut, shaped and applied to the nails in correct sequence, without over touching fabric with fingers, applying subsequent layers of resin to saturate and seal wrap, activator used 40-45 cm away from nail to avoid heat reaction, spray downwards towards hand, activator used to avoid an exothermic reaction, slow drying time to give durability.

**Nail enhancement structure** – correct upper arch/apex placement, correct lower arch alignment, consistent C curves, consistent length and shape on all ten nails, smooth transition from product to natural nail, no ridges, no glitches at sidewalls.

**Finish filing** – 100/180 grit to shape sidewalls and free edge, 90 degree angle for square shape, 45 degree angle for rounded, 180 grit file to refine nail surface, long strokes, flat file to the nail, even pressure, apex filed last, bevel free edge, work at eye level, graduate grit files to remove demarcations prior to high shining (wrap and liquid and powder), surface smooth and even.

**Maintenance** – every 2-3 weeks, nail structure assessed and contra-actions identified, prep re-growth area, shorten nail length, re-define side walls, abrasives are flat to the nail, friction/heat build-up is avoided, lifting product correctly removed (filed), on good product adhered to the natural nail, never clip lifted product, no fill lines, contra-actions rectified using correction methods without damaging the nail structure, natural nail, removal if required, nail structure restored to original condition according to client's needs, product applied in re-growth area, filled

following manufacturer's instructions, thin cuticle line, margin between product and surrounding skin, file and shine.

**Re-balance** – nail structure assessed and contra-actions identified, prep re-growth area, shorten nail length, redefine side walls, thin free edge filed at 45 degree angle, abrasives are flat to the nail, friction/heat build-up is avoided, correct removal of lifted product, product applied following manufacturer's instructions, all zones balanced, apex replaced, smile line repositioned, re-growth area filled, thin cuticle line, margin between product and surrounding skin, finish, filed, contra-actions rectified using correction methods without damaging the nail structure, natural nail, removal if required.

**Removal** – digits soaked in appropriate product remover following manufacturer's instructions, bowl and foil methods, length removed, polish removed.

**Removal – bowl** – solvent 2-3 cm deep in ceramic dish, fingers fully submerged, towel placed over hands, heat applied to accelerate process, soaked for 20 minutes, correct techniques to remove without damaging natural nail (orange stick), soft file, perform cuticle work, file and rehydrate skin and nails.

**Removal – foil** – cotton wool soaked in solvent, placed across nails, wrap in foil, soaked for 20 minutes, correct techniques to remove product without damaging the natural nail (orange stick), soft file, perform cuticle work, file and rehydrate skin and nails.



## Learning outcome 2: Be able to provide nail enhancement services (continued)

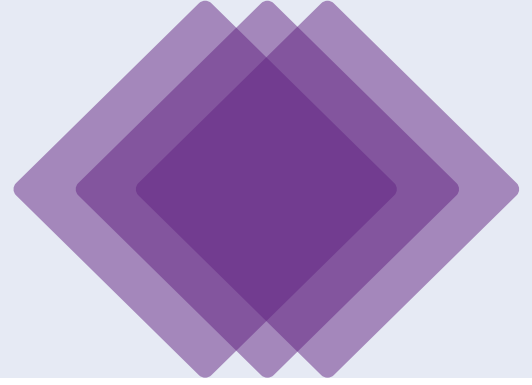
**Polish/nail polish application** – client finger, nail, and nail polish product positioned correctly, application of one base coat in downward strokes ensuring that no nail polish is applied to skin or cuticle, application of two coats of coloured nail polish or application of French polish according to client requirements, application of one top coat and/or quick drying product if desired, remove any excess nail polish on skin or cuticle using disposable orangewood stick if required.

**Aftercare and home care advice** – aftercare and recommendations provided at consultation stage, leaflet provided to client.

**Home care products** – oils, hand creams, non-acetone remover base coats, top coats, polish, high shiners.

**Advice** – how to treat nails and skin, safe professional removal, avoid picking or tearing, maintenance appointments, checking nail for abnormalities between appointments.

# Notes



Use this area for notes and diagrams.

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