

VTCT Level 3 Diploma in Nail Technology

Accreditation start date:	1 August 2010
Credit value:	51
Total Qualification Time (TQT):	510
Guided Learning Hours (GLH):	414
Qualification number:	500/8966/3

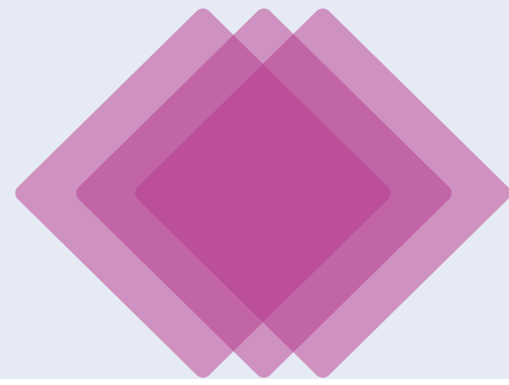
Statement of unit achievement

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				
UV30491				
UV30468				
UV30493				
UV30405				
UV20470				
UV20471				
Optional units				

Qualification



Introduction

The VTCT Level 3 Diploma in Nail Technology is a qualification that has been specifically designed to develop your practical skills in; how to provide manicure and pedicure treatments and how to apply and maintain nail enhancements.

To further enhance your practical skills you will have the opportunity to choose from the following practical units; the application of airbrush designs for nails, enhancing nails using electrical files, application and design of nail art, how to display retail stock to promote sales in the salon, how to promote both products and services to salon clients.

Underpinning this qualification you will develop a sound knowledge of health and safety practice in a salon environment, how to promote client care and communication in beauty related industries and how maintain personal health and wellbeing when working with nail technology. 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 beauty therapy 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.

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.

Prerequisite

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

Progression

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

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

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

- Level 2 Award in Nail Art
- Level 3 Award in Nail Enhancements and Advanced Hand and Nail Art Techniques

This qualification may lead directly into employment in the beauty therapy industry as a junior beauty therapist in a salon or self-employment as a beauty therapist.



Qualification structure



Total credits required - 51

All mandatory units must be completed.

Mandatory units - 39 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30468	T/601/4457	Client care and communication in beauty-related industries	3	28
UV30493	D/600/8779	Maintaining personal health and wellbeing	7	60
UV30405	A/601/4444	Apply and maintain nail enhancements	15	111
UV20470	T/601/4569	Provide manicure treatments	5	48
UV20471	R/601/4448	Provide pedicure treatments	5	48

Optional units - Minimum of 12 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30476	K/601/4794	Design and apply nail art	5	39
UV30407	L/601/3931	Airbrush designs for nails	4	22
UV30429	T/601/5334	Enhance nails using electric files	3	29
UV20490	J/600/8761	Display stock to promote sales in a salon	3	24
UV20492	T/600/8769	Promote products and services to clients in a salon	3	28

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

Assessment explained

VTCT 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 and regulatory requirements.

An external quality assurer, appointed by VTCT, 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

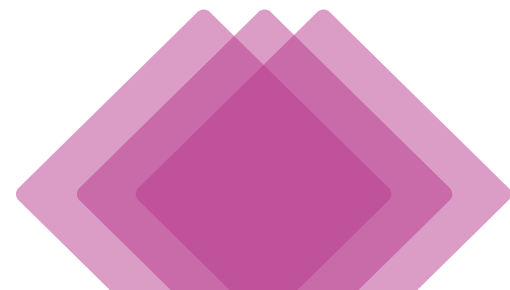
As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

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.



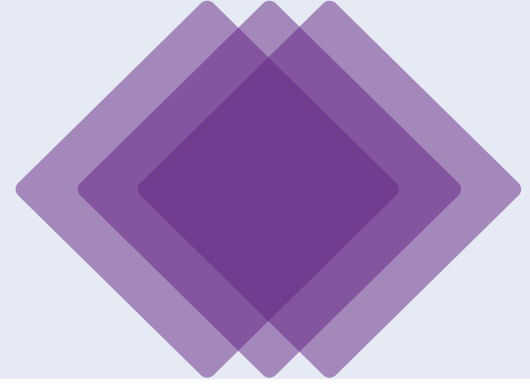
Unit assessment methods

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 unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV30493	Maintaining personal health and wellbeing	1	✗	✓
UV30405	Apply and maintain nail enhancements	1	✓	✓
UV20470	Provide manicure treatments	2	✓	✓
UV20471	Provide pedicure treatments	2		

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30476	Design and apply nail art	0	✓	✓
UV30407	Airbrush designs for nails	0	✓	✓
UV30429	Enhance nails using electric files	1	✓	✓
UV20490	Display stock to promote sales in a salon	0	✓	✓
UV20492	Promote products and services to clients in a salon	0	✓	✓

Unit glossary



	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
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.

UV30491

Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

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 artist, 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

3

Credit value

4

GLH

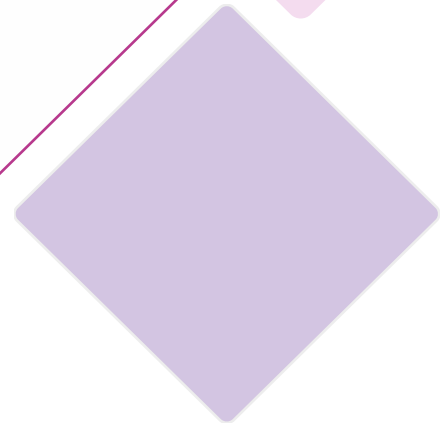
29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon



Learning outcomes

On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the salon

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 two 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**
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

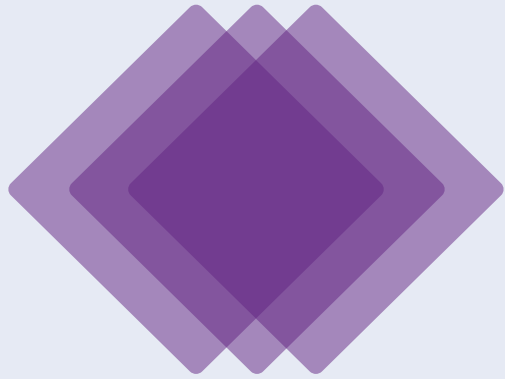
Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

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.

Achieving range

There is no range section that applies to this unit.



Observations

Learning outcome 1

Be able to carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

*May be assessed through oral questioning.

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



Learning outcome 2

Be able to monitor health and safety in the salon

You can:

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

*May be assessed through oral questioning.

Observation	1	2	Optional	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.



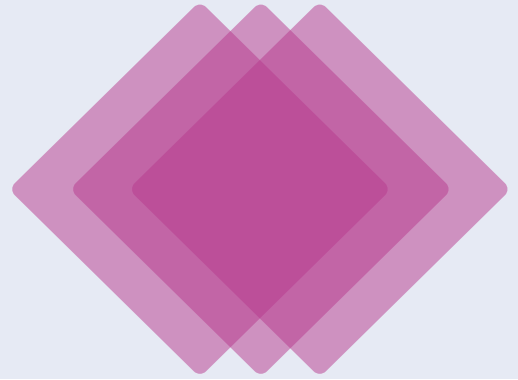
Knowledge

Learning outcome 1

Be able to carry out a risk assessment

You can:	Portfolio reference/ Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

*Assessor initials to be inserted if orally questioned.



Learning outcome 2

Be able to monitor health and safety in the salon

You can:	Portfolio reference/ Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

*Assessor initials to be inserted if orally questioned.

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 carry out a risk assessment

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.

Reasons for risk assessment:

Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

Salon procedure for risk assessments:

Identify hazard, judgement of salon/barbershop hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

Potential salon hazards requiring regular risk assessment:

Space – utilisation, working area, heating, lighting, ventilation, layout and design of the salon/barbershop.

Chemicals – procedures, storage, handling, safe usage, safe disposal, records.

Equipment – selection, safe usage, handling, lifting, repairs, maintenance.

Security (stock) – control systems, procedures, ordering, handling, storage.

Learning outcome 1: Be able to carry out a risk assessment (continued)

Security (cash/vouchers) – staff training, point of sale, in transit.

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

Buildings – maintenance of internal and external security, commercially available systems.

Emergency procedures – accidents, first aid, fire evacuation, incidents, staff, records.

Learning outcome 2: Be able to monitor health and safety in the salon

Salon health and safety legislation

and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

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 regular safety drills, maintain accurate records, updated procedures and processes, regular staff training, spot checks, keep updated with law changes, take external advice/consultation.

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.

Providing support for staff:

Up-to-date information such as leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform – salon owner, management, or tutor.

Review records – stock levels/control, monitor takings, inventory of equipment, manual and computerised records, signed, in date training records.



Learning outcome 2: Be able to monitor health and safety in the salon (continued)

Actions in the event of security breaches:

Take statements, eyewitness accounts, review findings, notify ICO Information Control Office/clients of breach, maintain confidentiality, could result in loss of employment/reputation/business, keep records and documents up to date, review, report to relevant bodies such as the Health and Safety Executive (HSE), Environmental Health Office (EHO), contact emergency services if required.

Importance of insurance: Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

Liability insurance: Employers, public, professional indemnity.

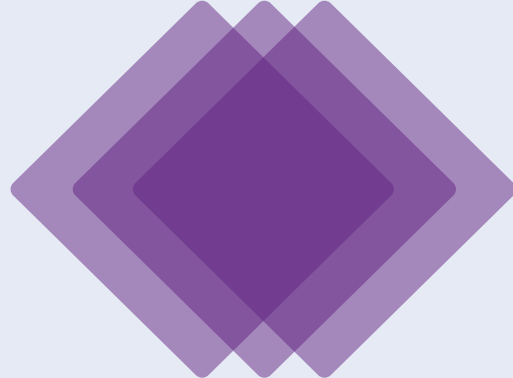
Infection prevention: Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and treatment/service resources, for example, cleaning, 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.

Notes



Use this area for notes and diagrams.

UV30468

Client care and communication in beauty related industries

This is a preparation for work unit which is based on capability and knowledge. This unit is about client care and communication in beauty-related industries. You will develop your ability to adapt the provision of client care and their communication skills, to the needs of different clients, as well as learn how to manage client expectations.

Level

3

Credit value

3

GLH

28

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 and behave in a professional manner when dealing with clients
2. Be able to manage client expectations

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.

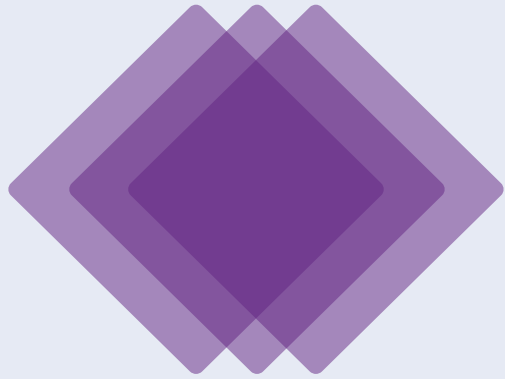
Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

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

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 and behave in a professional manner when dealing with clients

You can:

- a. Behave in a professional manner within the workplace
- b. Use effective communication techniques when dealing with clients
- c. Adapt methods of communication to suit different situations and client needs
- d. Use effective consultation techniques to identify treatment objectives
- e. Provide clear recommendations to the client

*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 manage client expectations

You can:

- a. Maintain client confidentiality in line with legislation
- b. Use retail sales techniques to meet client requirements

*May be assessed through oral questioning.

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

Range

*You must practically demonstrate that you have:

Dealt with all clients	Portfolio reference
New	
Regular	

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	

Dealt with all complaints	Portfolio reference
Dissatisfied client	
Unrealistic client expectations	

*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.

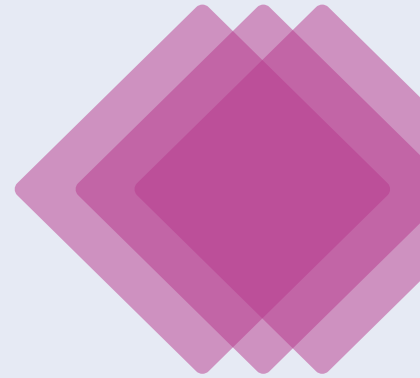
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

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 and behave in a professional manner when dealing with clients

You can:	Portfolio reference/ Assessor initials*
f. Assess the advantages and disadvantages of different types of communication used with clients	
g. Describe how to adapt methods of communication to suit the client and their needs	
h. Explain what is meant by the term 'professionalism' within beauty related industries	
i. Explain the importance of respecting a client's 'personal space'	
j. Describe how to use suitable consultation techniques to identify treatment objectives	
k. Explain the importance of providing clear recommendations to the client	

*Assessor initials to be inserted if orally questioned.

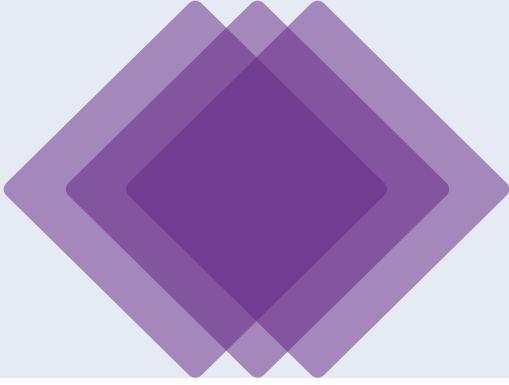


Learning outcome 2

Be able to manage client expectations

You can:	Portfolio reference/ Assessor initials*
c. Evaluate client feedback	
d. Evaluate measures used to maintain client confidentiality	
e. Explain the importance of adapting retail sales techniques to meet client requirements	
f. Identify methods of improving own working practices	
g. Describe how to resolve client complaints	

*Assessor initials to be inserted if orally questioned.



Notes

Use this area for notes and diagrams.

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 and behave in a professional manner when dealing 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.

Verbal communication:

Advantages – quick, instant response.

Disadvantages – no written record, no time to consider, no paper trail.

Non-verbal communication:

Advantages – expression of feelings, easily identify anger, happiness, confusion.

Disadvantages – cannot hide feelings, can be a barrier, no opportunity for discussion.

Professional manner: Use positive body language, abide by salon regulations and codes of conduct, encourage clients to ask questions, be supportive and respectful, be sensitive to client's privacy and personal details, avoid inappropriate conversations.

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 communicate and behave in a professional manner when dealing 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.

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.

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

Client treatment needs: Assess client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, additional treatments/services.

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.

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

Learning outcome 2: Be able to manage client expectations

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/body/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, teamwork, employee training, reputation, repeat business, additional treatments/services.

Client complaints: Professional manner, polite, courteous, good client care, referral senior therapist, senior receptionist or manager, dealt with appropriately, 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.

Retail opportunities: Completion of consultation, record on client record card, profit, linking of retail/sales, selling products and other treatments/services, promotional offers, samples, retail displays, repeat business, course of treatments/services, demonstrations, open events, existing client offers.

Sales techniques: Body language, verbal, non-verbal, testers, samples, linked to treatment/service, product knowledge, benefits, listen to client's needs, record card, lifestyle factors.

Improve working practices: SWOT analysis (strengths, weaknesses, opportunities and threats to business), sales, productivity, analysis, questionnaires, feedback from clients (verbal/non-verbal), repeat business, monitor trends, peer assessment, observation, mystery shopper, appraisal.

UV30493

Maintaining personal health and wellbeing

The aim of this unit is to develop your knowledge and understanding of how to maintain your own health and wellbeing. This will include setting a personal action plan, having clear goals, regular monitoring, reviewing activities, evaluating your progress and updating your action plan. This is a continuous cycle for monitoring your eating, lifestyle, exercise and weight management.

This unit applies to all practitioners in the barbering, beauty and hairdressing sector.

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.

Level

3

Credit value

7

GLH

60

Observation(s)

0

External paper(s)

1



Maintaining personal health and wellbeing



Learning outcomes

On completion of this unit you will:

1. Be able to maintain personal health and wellbeing
2. Be able to monitor weight management

Evidence requirements

1. **Environment**
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **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.
3. **Tutor/Assessor guidance**
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.
4. **External paper**
Knowledge and understanding in this unit will be assessed by an external paper. There are **one external paper** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

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

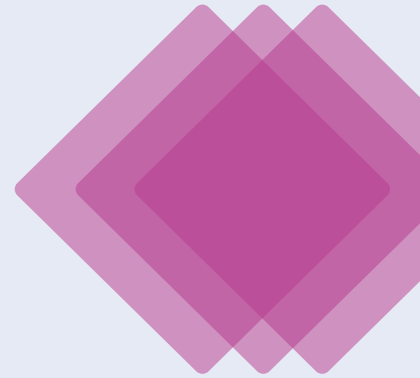
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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 personal health and wellbeing

You can:	Portfolio reference/ Assessor initials*
a. Access sources of information on health and wellbeing	
b. State sources of information available on personal health and wellbeing	
c. Describe the components that contribute to a balanced diet	
d. Describe how nutrients are absorbed within the human body	
e. Describe the effects of nutrients on the human body	
f. Compare own dietary intake with recommended daily intake	
g. Describe the influencing factors that affect food intake and choice	
h. State the principles of healthy eating choices	
i. Describe how to interpret retail food labelling	
j. Describe the considerations that need to be identified when looking at body image	
k. Describe how lifestyle choices affect personal health and wellbeing	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted are assessed in the external paper.

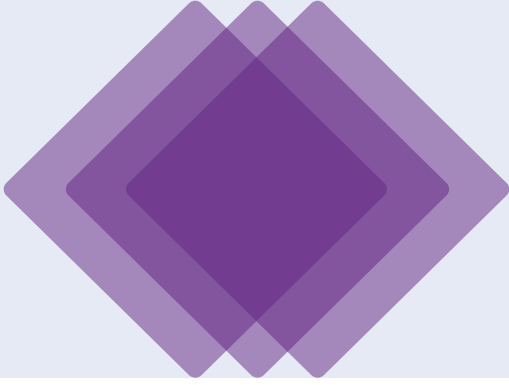


Learning outcome 2

Be able to monitor weight management

You can:	Portfolio reference/ Assessor initials*
a. Describe how to communicate and behave in a professional manner	
b. Outline safe and hygienic working practices	
c. Evaluate weight management programmes	
d. Explain the principles of figure analysis	
e. Describe how to identify and analyse good posture	
f. Describe the effects of poor posture on the body	
g. Evaluate safe exercise methods	
h. Explain the principles of safe exercise on the human body	
i. Describe the benefits that regular activities have on fitness	
j. Describe how to measure and improve personal fitness	

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



Notes

Use this area for notes and diagrams.

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 personal health and wellbeing

Sources of information on health and wellbeing: Evidence based textbooks, evidence based journals, evidence based websites, food standards, unsubstantiated marketing claims of suppliers such as low sugar, low fat, light.

Sources of information available on personal health and wellbeing: Professionals (for example dietician, nutritionist, personal trainer, general practitioners), professional bodies (diabetic association, nutrition association, food standards agency, NHS (National Health Service), direct.gov).

The components that contribute to a balanced diet: Balanced intake of nutrients, regular timing of food intake, high fibre, low in fat, low in salt, five portions of fruit and vegetables a day, the Eatwell or healthy plate.

Key nutritional terms: Diet, healthy eating, nutrition, balanced diet.

How nutrients are absorbed within the human body: Macronutrients, micronutrients, water, absorbed into the blood supply.

Macronutrients – carbohydrates, fats, proteins.

Micronutrients – water soluble vitamins C and B, fat soluble vitamins A, D, E and K.

Minerals – calcium, copper, iron, magnesium, phosphorus, potassium, sodium, selenium, zinc.

The effects of nutrients on the human body:

Carbohydrates – energy, digestion, nervous system function.

Fats – monounsaturated, polyunsaturated, saturated and trans fats, fats provide essential fatty acids, insulation, protection of vital organs, energy, transport fat soluble vitamins.

Protein – muscle growth, muscle repair, oxygen transport, fight disease, energy.

Vitamins – energy metabolism, protein synthesis, glycogen synthesis, blood clotting, red blood cell formation, aids growth, maintenance of teeth and bones, aids vision.

Minerals – bone growth, teeth growth, energy production, enzyme function, nerve and muscle function, water balance, blood clotting, oxygen transport in red blood cells.

Water – maintain hydration, maintain homeostasis, heat regulation, maintain blood plasma volume, removal of waste products.

Learning outcome 1: Be able to maintain personal health and wellbeing (continued)

Main food groups and nutrients:

Simple carbohydrates – sugar, sweets, chocolate, fruit.

Complex carbohydrates – beans, bread, pasta, potatoes, rice, corn.

Fats – meat, dairy products, processed foods, cakes, biscuits, pies, oils.

Protein – meat, fish, eggs, dairy products, grains, beans, leafy vegetables.

Vitamins – vegetables, fruit, milk, fish, eggs.

Minerals – milk, nuts, vegetables, meats.

Own dietary intake with recommended daily intake: Food diary, use of computer software/apps to assess daily calorie intake.

7 day food diary – food and fluid timings, food and fluid types, food and fluid portion sizes/amounts, method of cooking or preparation, mood after eating.

The influencing factors that affect food intake and choice: Personal goals, medical history, food preferences, supplement use, nutritional knowledge, attitudes and motivation, stage of readiness.

Lifestyle – job, family, financial, hobbies, time.

Diet history – food and fluid timings and frequency, food and fluid types, food and fluid portion sizes/amounts, method of cooking or preparation, mood after eating.

The principles of healthy eating choices: Balanced intake of nutrients, regular timing of food intake, high fibre, low in fat, low in salt, five portions of fruit and vegetables a day.

How to interpret retail food labelling:

Macronutrient amounts in grams, total energy value (kJ, kcal), micronutrient % (recommended dietary allowance), ingredients, traffic light system.

Calories and kilojoules: They are a measure of the energy contained in both the foods we eat and our body fat.

Calories – kcal.

Kilojoules – kJ.

How to maintain an even body weight:

If you eat more calories than you burn you will gain weight, if you eat fewer calories than you burn you will lose weight, unless you have some limited and specific medical conditions.

Considering body image: Personal goals, lifestyle, medical history, diet history, food preferences, supplement use, nutritional knowledge, attitudes and motivation, stage of readiness for change.

How lifestyle choices affect personal health and wellbeing: Personal commitment and goals, body composition, physical activity levels, exercise levels, sports participation, occupation, lifestyle, family commitment, work ethic.

Learning outcome 1: Be able to maintain personal health and wellbeing (continued)

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.



Learning outcome 2: Be able to monitor weight management

Weight management programmes:

Balanced intake of nutrients, regular timing of food intake, high fibre, low in fat, low in salt, five portions of fruit and vegetables a day.

The principles of figure analysis:

Body mass index (BMI), waist to hip ratio, skin-fold callipers, bio-electrical impedance, hydrostatic weighing, classification of health risk in relation to weight (underweight, healthy, overweight, obese, severely/morbidly obese).

How to identify and analyse good posture:

Natural mild S-shaped curve of the spine.

Posture – straight back, stand correctly, even weight distribution, maintain balance, remain relaxed.

The effects of poor posture on the body:

Fatigue, back/shoulder injury, repetitive strain injury.

Safe exercise methods: Professionally organised sessions, personal trainer, planning, preparation of equipment/self and participants, health and safety, organisation, leadership, communication, group management.

The effects of safe exercise on the human body:

Blood supply – improved blood flow distribution, increased blood volume, improved oxygen transportation.

Heart – increase in size, decreased resting heart rate, increased cardiac output.

Respiratory – decreased resting breathing rate, increased lung capacity.

Blood pressure – reduction in overall resting blood pressure.

Bones and joints – improved bone density, increased joint stability, motion of joints.

Muscle – increase in muscle mass.

Posture – correct pelvic tilt, neutral spine, engaging core/trunk muscles.

The benefits that regular activities have on fitness:

Physical benefits – improved health and wellbeing, improved physical fitness, longer life expectancy, reduced risk of disease.

Mental benefits – improved mood and enjoyment, increased self-confidence, increased self-esteem, mental resilience, motivation, ability to take positive risks.

Social benefits – meaningful activity, crime reduction, drug avoidance, anti-bullying, social contact and acceptance, motivating and supporting others to lead an active and healthy lifestyle.

How to measure and improve personal fitness: Personal action plan, goal setting, starting point, regular monitoring, review activities, evaluate progress, update action plan, continuous cycle, maintain motivation, expect relapse.

Learning outcome 2: Be able to monitor weight management (continued)

Communication:

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

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, digital media, magazines and images, can provide inspiration.

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

Clarification – checking understanding and expectations, outcomes, checking wellbeing.

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.

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.

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

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.



Learning outcome 2: Be able to monitor weight management (continued)

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.

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

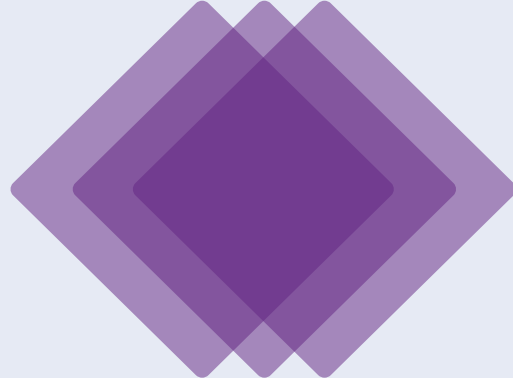
Control of substances hazardous to health:

Store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

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

Disposal of waste: Lined waste bin with a lid, byelaws/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.

Notes



Use this area for notes and diagrams.

UV30405

Apply and maintain nail enhancements

This unit is about providing services to enhance and maintain nails on the hands and feet. It covers consulting with clients to establish their requirement and recognising any contra-indications that may affect the service. It also covers repairing and removing nail enhancements.

Level

3

Credit value

15

GLH

111

Observation(s)

3

External paper(s)

1



Apply and maintain nail enhancements



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 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 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:

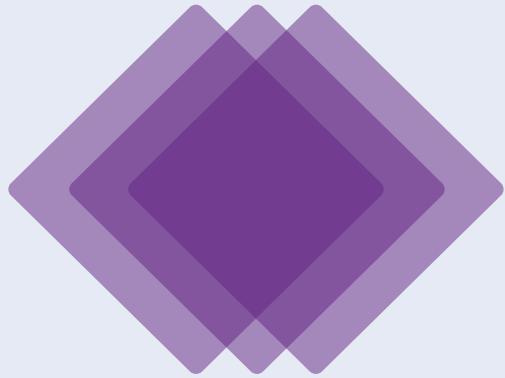
Nail enhancements – 120 minutes
(full set)

Nail enhancements maintenance – 90 minutes
(1 colour)

Nail enhancements maintenance – 120 minutes
(1 colour)

Natural nail overlays – 75 minutes

Nail enhancement removal – 60 minutes



Observations

Learning outcome 1

Be able to prepare for nail enhancement services

You can:

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

*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 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 the client's service needs, nail and skin conditions
- e. Complete the service to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

*May be assessed through oral questioning.

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

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 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 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:

Treated a minimum of 3 nail shapes and conditions	Portfolio reference
Fan	
Hook	
Spoon	
Oval	
Square	
Onychophagy	
Discolouration	
Misshapen	
Spilt above the hyponychium	
Beau's line	
Longitudinal and horizontal ridges	
Dehydrated	
Onychorrhexis	
Leukonychia	

Dealt with a minimum of 3 nail enhancement problems	Portfolio reference
Lifting of product	
Cracking and splitting of product	
Loss of artificial nail structure	
Discoloration of product	
Damage of natural nails	

*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:

Used all applicable maintenance techniques	Portfolio reference
Infill	
Rebalance	
Reposition of white tip product	
Replacement of overlay	
Repair of overlay	

Used all colours (UV gel, liquid and powder only)	Portfolio reference
Opaque	
Pink and white (French)	
Colour	

Used all wrap fabrics (wraps only)	Portfolio reference
Silk	
Fibre glass	
Other	

Provided all types of advice	Portfolio reference
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

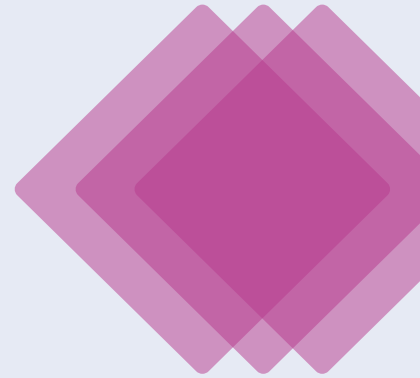
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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 environment 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. Describe the different nail and skin conditions	
l. Explain the contra-indications that prevent or restrict manicure treatments	

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

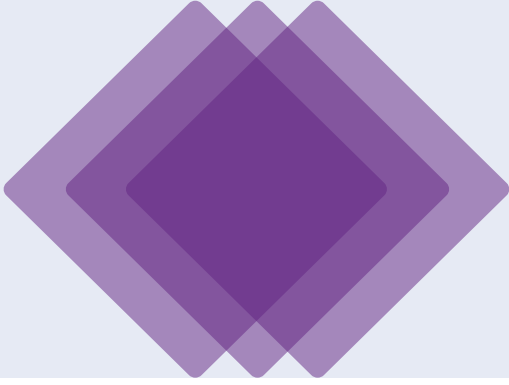


Learning outcome 2

Be able to provide nail enhancement services

You can:	Portfolio reference/ Assessor initials*
h. Explain 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 client 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. Explain the importance of completing the service to the satisfaction of the client	
p. Explain the importance of completing the treatment records	
q. Describe the methods of evaluation for the effectiveness of the treatment	
r. Describe the chemical process involved in nail enhancement systems	
s. Describe the structure and functions of the nail and skin	
t. Describe the different natural nail shapes	

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



Notes

Use this area for notes and diagrams.

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.

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.

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 regulations: Replace lids, ensure ventilation for vapour and dust, avoid over exposure 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.

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, byelaws.

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, fire evacuation), provide regular training, accurate record keeping, monitoring.

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

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).

Overexposure to chemicals (prevention): Routes of entry to the body (prevent inhalation/ingestion/absorption), ensure correct ventilation (use ventilation unit, professionally fitted extraction unit, ventilated table local exhaust, charcoal filters, fan), good housekeeping techniques, good salon hygiene, correct application techniques, follow manufacturers' instructions, wear personal protective equipment, 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.

Overexposure to chemicals (symptoms): Headaches, sickness, dizziness, fainting, fatigue, poor respiratory system, skin irritation.

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

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.

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.

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 chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

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



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

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.

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.

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

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.

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.

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.

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

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

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

Nail length: Long, mid-length, short.

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, 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.



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

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.

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 (different area on body), 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. Discolouration 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, nail 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, nail 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, nail polish remover.

Product (for 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 couch roll, tissue, nail wipes.

Client treatment needs:

Nail length – reduce excess length.

Nail shape – client preference (round, oval, square, squoval, almond), suit client's natural shape, misshapen.

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

Enhancement maintenance – contra-action, refine shape, maintenance of overlay, rebalance, reposition 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, deal with exothermic reaction if it occurs.

Treatment techniques:

Use of files – file applied at 45-90° 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 disposable orangewood stick, 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 applied sparingly to natural nail (if required), cuticle or soft tissue is avoided with brush and product, products used in the correct sequence (according to manufacturers' instructions), a margin is left at the cuticle sidewalls, crisp, curved smile line, even distribution of product, colours consist of pink, white and opaques, 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 (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, thin gel application, surface residue is removed at the correct stage in accordance with manufacturer's instructions, 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° angle for square shape, 45° 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 regrowth area, shorten nail length, redefine 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 regrowth area, filled (following manufacturer's instructions), thin cuticle line, margin between product and surrounding skin, finish, file and shine.

Rebalance – nail structure assessed and contra-actions identified, prep regrowth area, shorten nail length, redefine side walls, thin free edge filed at 45° 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, regrowth 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.



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

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 (disposable orangewood 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 (disposable orangewood stick, soft file, perform cuticle work, file and rehydrate skin and nails).

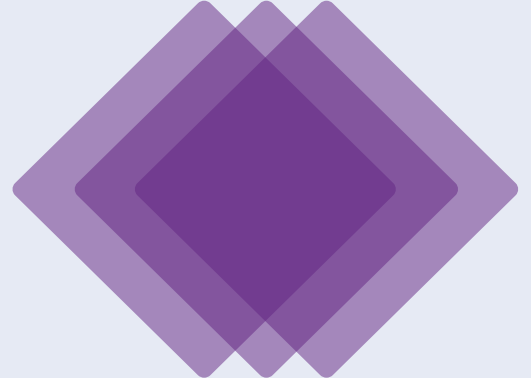
Nail polish application – client finger, nail, and nail polish product positioned correctly, application of one base coat in downward strokes (ensuring that no nail polish is applied to skin or cuticle), application of two coats of coloured nail polish or application of French polish (according to client 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.

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

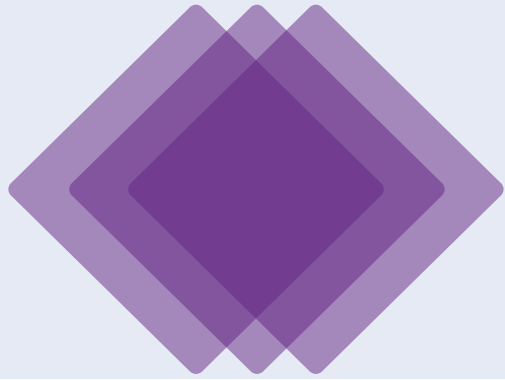
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

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

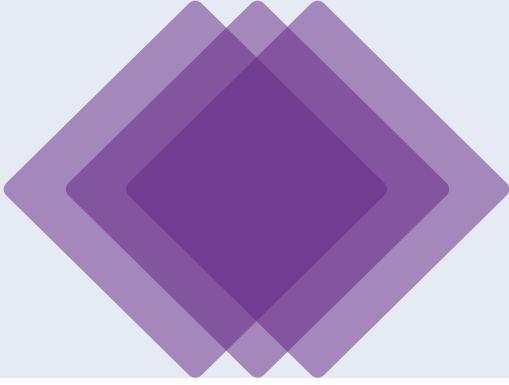
Be able to provide manicure treatments

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.

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



Notes

Use this area for notes and diagrams.

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:**

Applied all types of finish	Portfolio reference
Dark colour	
French	
Buffed	

Given all types of treatment advice	Portfolio reference
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

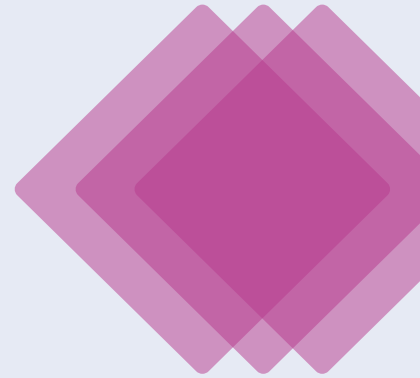
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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.

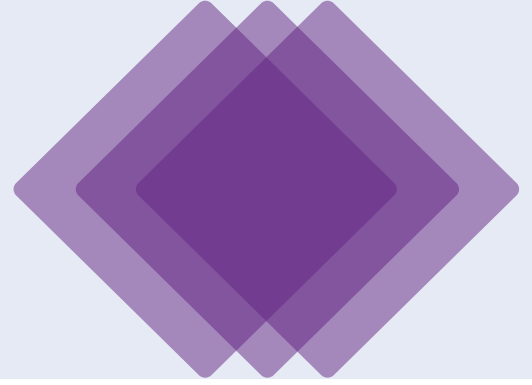
Functions of the blood – transport, regulation, protection, clotting.

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.

UV20471

Provide pedicure treatments

This unit is about providing pedicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers filing the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excess hard skin, massaging the foot and lower leg, and providing a suitable nail finish. You will need to maintain effective health, safety and hygiene throughout your work.

Level

2

Credit value

5

GLH

48

Observation(s)

3

External paper(s)

2



Provide pedicure treatments



Learning outcomes

On completion of this unit you will:

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

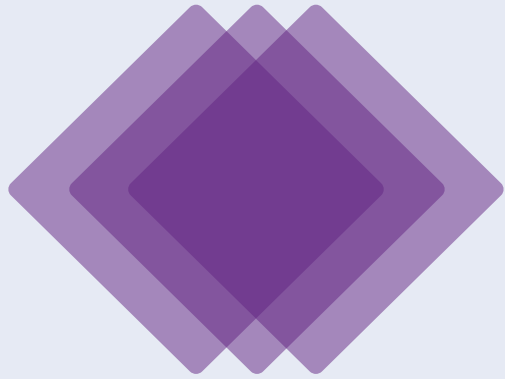
The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

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:

Pedicure – 50 minutes



Observations

Learning outcome 1

Be able to prepare for pedicure treatments

You can:

- a. Prepare yourself, the client and work area for pedicure 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

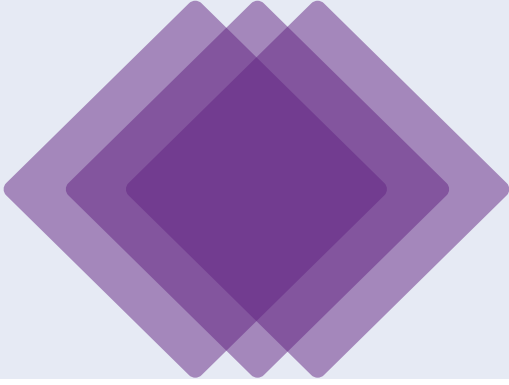
Be able to provide pedicure treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and 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.

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



Notes

Use this area for notes and diagrams.

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	

Applied all types of foot and nail treatments	Portfolio reference
Paraffin wax	
Foot masks	
Thermal boots	
Exfoliating products	

Applied all types of nail finish	Portfolio reference
Buffed	
Dark colour	
French	

*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:**

Provided all types of advice	Portfolio reference
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

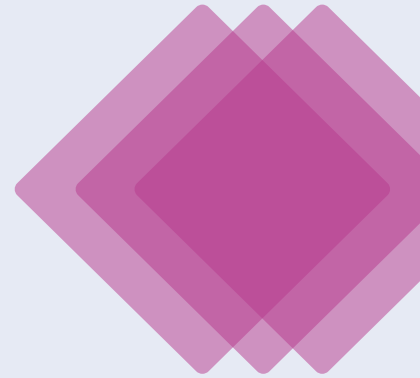
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



Knowledge



Learning outcome 1

Be able to prepare for pedicure treatments

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 pedicure 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 pedicure treatments	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted are assessed in the external paper.



Learning outcome 2

Be able to provide pedicure 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 clients 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 leg and foot	

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

Learning outcome 2 (continued)

Be able to provide pedicure treatments

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

* 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 pedicure 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, couch-adjustable, couch cover, couch roll, trolley, chair/stool-adjustable, towels, disposable slippers, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for applying a pedicure 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 pedicure 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 pedicure 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 client clothing, remove jewellery, 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 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.



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

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, 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.

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

Consultation techniques: Consultation environment (face to face or digital), client requirements and technician/therapist recommendations (for longevity of nails), protection of investment, 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, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general foot/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe pedicure, application gel polish), adverse reactions/ contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, their application and benefits, foot/nail care, advice should reflect the condition of the feet and nails presented and the lifestyle of the client, application of foot lotion, picking of toenails/skin tissue/ nail polish, correct technique for filing nails, the benefits of using a base coat with coloured nail polish, having regular pedicures, correct footwear and use of foot rasp for hard skin removal.

Nail and skin analysis: Visual and manual examination of the condition of the feet, skin and nails, wipe over foot and nails with cotton wool and foot sanitiser, check for contra-indications, identify areas of dryness, cuticles, and general skin condition, hard skin, condition of nails (split/brittle, in growing toe nails, ridged nails), importance of providing accurate treatment, ensure clients benefit from treatment, ongoing treatment plan, identify contra-indications that prevent (absolute) or restrict (relative) treatment.

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) – Deep vein thrombosis, 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 varicose veins, undiagnosed lumps/pain, 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.



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

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

Contra-actions:

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/service 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 (GP/ pharmacy/emergency services/NHS direct) if required. Therapist/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, onychorrhhexis, leukonychia, onycholysis.

Skin conditions: Damaged cuticle, dry cuticle and skin, overgrown cuticle, fragile skin, calluses, superficial heel cracks.

Learning outcome 2: Be able to provide pedicure treatments

Products: Foot sanitiser, nail polish remover, foot/nail soak, cuticle cream, cuticle remover, foot exfoliator, foot lotion, paraffin wax, foot mask, topcoat, base coat, ridge filler, nail hardener/strengthener, selection of nail polishes, nail polish thinner, quick dry products, buffing paste.

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

Equipment: Paraffin wax heater, trolley, bin with liner, cotton wool, jar or vessel for tools, couch or chairs (ensure client's chair is static), pedicure soaking bowl, heated booties, bowls (for cotton wool), 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/paraffin wax/foot masks
- Application foot lotion/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, accurately record details on record card.

Massage mediums: Massage oil, oil free, massage cream, foot lotion.

Massage movements: Effleurage, tapotement, petrissage and friction.

Benefits of massage during pedicure:

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 toes.



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

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.

Examples of skin and nail diseases and disorders: Overgrown cuticles, dry skin conditions, 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), onychorrhexis (split or brittle nails), onychogryposis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), pterygium.

Muscles of the lower leg and foot:

Gastrocnemius, soleus, tibialis anterior, peroneus longus, flexor digitorum longus, extensor digitorum longus, tendon of Achilles.

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

Bones of the lower leg and foot: Tibia, fibula, tarsals (talus, calcaneus, navicular, cuneiform, cuboid), metatarsals, phalanges.

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

Arteries and veins of the lower leg and foot:

Arteries – popliteal artery, anterior and posterior tibial arteries, plantar arch

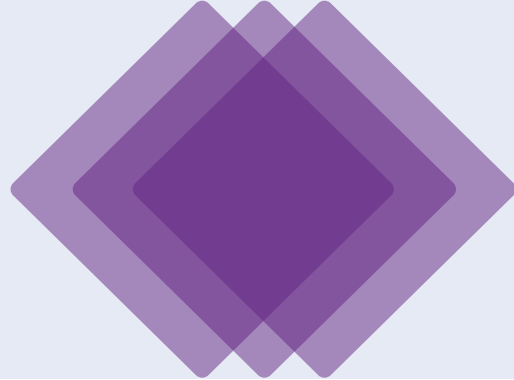
Veins – saphenous (long and short), popliteal, posterior tibial, anterior tibial, dorsal venous arch.

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

Lymphatic vessels of the lower leg and foot: Popliteal lymphatic nodes, lymphatic capillaries, lymphatic vessels.

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

Notes



Use this area for notes and diagrams.
