



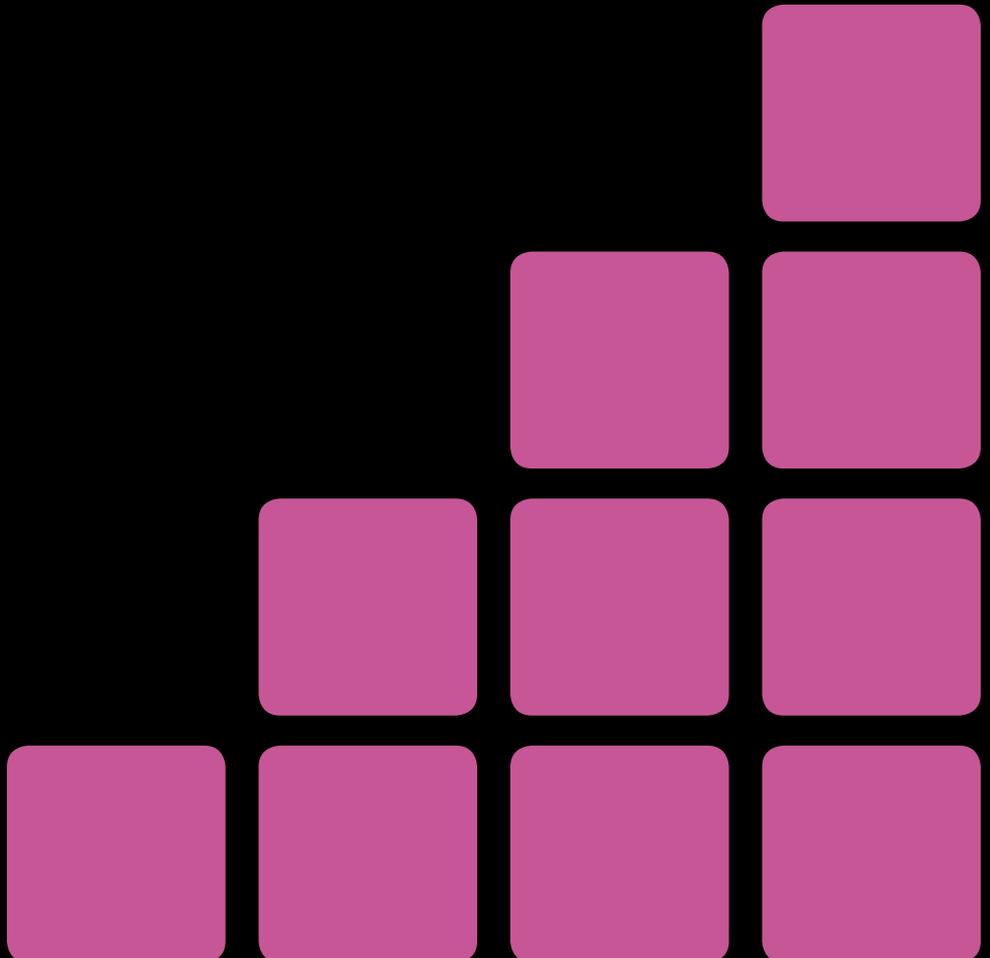
Provide manicure services

UB200N2

Y/600/7551

Learner name:

Learner number:



UB200N2

Provide manicure services

This unit is about providing manicure 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 and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

N2

Level

2

Credit value

6

GLH

53

Observations

3

External paper(s)

2



Provide manicure services

Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing manicure services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to carry out manicure services
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing manicure services
6. Understand how to perform client consultation, treatment planning and preparation
7. Know contra-indications and contra-actions that affect or restrict manicure services
8. Know anatomy and physiology that relates to manicure services
9. Understand manicure techniques, products and service planning
10. Understand how to provide aftercare advice for clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing manicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions (each occasion must involve a different hand and nail treatment from the range)**.
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have dealt with **at least 1 of the necessary actions***
 - have used **4 of the 5** types of hand and nail treatments*
 - have applied all types of nail finish
 - have provided all types of treatment advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

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.

Maximum service times

The following maximum service times apply to this unit:

Manicure	45 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use safe and effective methods of working when providing manicure services

You can:

- a. Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene, protection and appearance to meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- e. Select and correctly position suitable equipment, materials and products for ease and safety of use
- f. Dispose of waste materials safely and correctly to meet local authority requirements and the Industry Code of Practice for Nail Services
- g. Complete the service within a commercially viable time
- h. Leave the work area in a suitable condition for further nail services
- i. Keep the client's records up to date, accurate, easy to read and signed by the client and technician

* May be assessed through oral questioning.

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



Outcome 2

Be able to consult, plan and prepare for the service with clients

You can:

- a. Use consultation techniques to determine and record the service plan
- b. Obtain signed, written and informed consent prior to any service from the client or parent/guardian if the client is a minor*
- c. Consult with the client to identify any contra-indications, recording the client responses
- d. Position the client and yourself to minimise fatigue, and risk of injury to yourself and the client
- e. Disinfect the clients hands and remove any existing nail polish to restore the nails to a natural condition
- f. Perform an assessment of the nails and skin, recording the results and take any necessary action in response to identified contra-indications
- g. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern*
- h. Recommend suitable treatments and products for the client's skin type and nail condition and agree the service and outcomes that are acceptable to the client and meets their needs

*May be assessed through oral questioning.

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



Outcome 3

Be able to carry out manicure services

You can:

- a. Check the desired nail length and shape with the client
- b. File the nails, ensuring that the nail free edge is left smoothed and shaped to the required length
- c. Use the buffing technique for the service plan and the client's needs
- d. Use suitable cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e. Use hand and nail treatments to improve the appearance of the client's skin and nails
- f. Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- g. Leave the hands and lower arms free of any excess massage medium
- h. Check that the nail plate is dehydrated and the underside is clean and free of debris
- i. Apply sufficient base coats, polish coats and top coat for the desired finish
- j. Check that the nail finish is left with a smooth even texture and with the cuticle and nail wall free of product and debris
- k. Check that the finished result is to the client's satisfaction and meets the agreed service plan
- l. Give the client aftercare advice

*May be assessed through oral questioning.

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



Range

You must practically demonstrate that you have:

Used all the consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Dealt with at least 1 of the necessary actions		Portfolio reference
Encouraging your client to seek medical advice		
Explaining why the service cannot be carried out		
Modifying the service		
Used 4 of the 5 types of hand and nail treatments		Portfolio reference
Paraffin wax		
Hand masks		
Thermal mitts		
Exfoliators		
Warm oil		



You must practically demonstrate that you have:

Applied all types of nail finish	Portfolio reference
Dark colour	
French	
Buffed	
Provided all types of treatment advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in-between nail services	
Home care routines	

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail Services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities and why	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain why minors should not be given services without informed and signed parental or guardian consent	
e. Explain the legal significance of gaining signed, informed consent to service	
f. State the age at which an individual is classed as a minor and how this differs nationally	
g. Explain the importance and reasons for keeping records of clients and their services	
h. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
i. Describe the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself and the client	
j. Describe why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
k. Explain how to minimise and dispose of waste from services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
l. Explain the salon's service times for completing manicure services	
m. Explain the importance of completing the service in a commercially viable time	
n. Explain the salon pricing structures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Understand how to work safely and effectively when providing manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the type of personal protective equipment that should be available and used by yourself	
b. Describe why it is important to use personal protective equipment	
c. Describe what contact dermatitis is and how to avoid developing it when carrying out nail services	
d. Describe how to prepare and use the tools and materials for the manicure services	
e. Compare the different methods of disinfecting and sterilising tools and equipment	
f. Describe how to maintain equipment and materials in a clean and hygienic condition	
g. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
h. Explain the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	
i. Describe how to effectively and safely position tools and materials for manicure services	
j. Describe the condition in which the work area should be left ready and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills needed in order to find out information	
d. Explain why it is important to record client responses to questioning	
e. Describe the legal significance of client questioning and of recording the client's responses	
f. Explain why it is important to encourage and allow time for clients to ask questions	
g. Describe how to conduct nail and skin analysis	
h. Explain how to prepare service plans	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Know contra-indications and contra-actions that affect or restrict manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the types of conditions and disorders that may contra-indicate the service and why	
b. Describe the types of conditions and disorders that may restrict the service and why	
c. Describe the possible contra-actions which may occur during or after the manicure service	
d. Describe the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Know anatomy and physiology that relates to manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the bones of the hand and lower arm	
b. Describe the structure and function of the muscles of the lower arm and hand	
c. Describe the blood circulation to the lower arm and hand	
d. Describe the structure of the nail unit	
e. Describe the process of nail growth	
f. Describe the structure and function of the skin	
g. Describe the skin characteristics and skin types of different ethnic client groups	
h. Describe common natural nail shapes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
a. Describe how to identify treatable nail and skin conditions	
b. Describe the different types of techniques used within manicure and how to carry them out	
c. Explain how to select and adapt manicure services to suit individual client needs	
d. Describe how to adapt manicure service to suit a male client	
e. Describe the benefits and effects of the hand and nail treatments	
f. Describe the different types of manicure tools and equipment and how to use them	
g. Explain the effects on the nail and skin of incorrect use of manicure tools	
h. Explain the importance of filing the free edge to complement the client's natural nail conditions	
i. Describe the features and benefits of manicure products	
j. Explain the reason why several services are necessary to improve skin and nail conditions	
k. Describe the different types of massage movements used in manicure service	
l. Describe the effects of massage movements used in manicure service	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9 (continued)

Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
m. Describe the effects of massage techniques on the nails, skin, muscle and underlying structures	
n. Describe the different types of massage mediums and when they should be used	
o. Explain the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	
p. Explain the importance of recommending a nail finish suitable for the client	
q. Explain the reasons for applying base and top coat and the consequences of not doing so	
r. Describe the correct method(s) of applying different nail finishes	
s. Describe the correct method of removing nail polish	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how to provide aftercare advice for clients

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare and maintenance requirements for manicure services and why these are important	
b. Explain the products and tools for home use that will benefit the client and those which are unsuitable and why	
c. State the recommended time intervals for nail services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams