



ITEC



VTCT

APPRENTICESHIP ON PROGRAMME QUALIFICATION

On-programme assessment book

Apprentice name:

Apprentice number:

BT2D18

VTCT Level 2 Diploma for Beauty

Professionals (Nail Services Technician)

603/3695/X

The qualification

This is an on-programme assessment book to evidence the achievements of required assessments for this VTCT regulated qualification. The on-programme assessment book can be completed by assessors to confirm that you have achieved all mandatory units.

Qualification title	VTCT Level 2 Diploma for Beauty Professionals (Nail Services Technician)
Qualification number	603/3695/X
VTCT product code	BT2D18
First registration date	1st December 2018
Age range	16-18, 19+
Total qualification time (TQT)	480
Guided learning (GL) hours	216
Assessment	<p>The following units will have an external examination to assess knowledge and understanding:</p> <ul style="list-style-type: none">• UBT267 - Provide manicure services• UBT268 - Provide pedicure services• UBT269 - Advise, demonstrate and sell nail products and services to customers/clients• UBT272 - Provide nail enhancement services <p>The external examinations will be a Pass/Fail MCQ. You must achieve a pass mark of 70%.</p>
Pre-requisite entry requirements	Learners who wish to undertake this qualification must also achieve the VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) for Beauty Therapy and Nail Services qualification or a regulated equivalent.

Overview

On completion of this qualification you will be able maintain and manage a nail bar or station in accordance with legal requirements, provide advice to customers on beauty products as a brand ambassador in a retail setting. You will be able to select and demonstrate a range of nail products, tools and equipment in order to provide advice and recommendations on:

- Manicure services
- Pedicure services
- Advise, demonstrate and sell nail products and services to customers/clients
- Gel polish services for nails
- Basic nail art services
- Nail enhancement services

You will be able to implement safe working practices which meet legal, industry and organisational requirements and record, maintain and store confidential customer information to assist with the selection of appropriate products, tools and equipment to meet customer needs.

You will be able to complete promotional activities whilst maintaining the standards of professional appearance, the brand image, etiquette and required hygiene. You will be able to facilitate the customer journey, from their initial interest in the brand through advice and demonstration of products to closing the sale and handling payments whilst portraying the professionalism and values expected by the retail beauty industry.

Structure

To be awarded the VTCT Level 2 Diploma for Beauty Professionals (Nail Services Technician) you must achieve all mandatory units.

VTCT product code	Unit title	Level	GL	Unit reference number
Mandatory units				
UBT267	Provide manicure services	2	53	J/617/2687
UBT268	Provide pedicure services	2	53	L/617/2688
UBT269	Advise, demonstrate and sell nail products and services to customers/clients	2	10	R/617/2689
UBT270	Provide gel polish services for nails	2	10	J/617/2690
UBT271	Provide basic nail art services	2	30	L/617/2691
UBT272	Provide nail enhancement services	2	60	R/617/2692

Progression record

This table is to help you keep track of the achievement of units.

Unit code	Date achieved	Assessor initials	IQA (if sampled)	EQA (if sampled)
UBT267				
UBT268				
UBT269				
UBT270				
UBT271				
UBT272				

Transferable skills

You must demonstrate core behaviours, safe working practices and the professionalism and values associated with the role of a Nail Services Technician and be able to work without supervision to a high level of precision, with exceptional customer/client care skills. These transferable skills are embedded within all the units and their learning outcomes and will naturally be covered over the period of learning.

The transferable skills are detailed at the back of the book:

- Professionalism and values
- Safe working practices
- Core behaviours

Guidance on assessment

Centre Assessor Requirements

This qualification is assessed and quality assured by centre staff. Work will be set to improve practical skills, knowledge and understanding. For practical elements, learners will be observed by internal assessors. All work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this on-programme assessment book.

The on-programme 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 assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

For information on the roles, responsibilities, authorities and accountabilities of assessors refer to VTCT's Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

Internal Quality Assurance

Centres must have an internal quality assurer (IQA) to ensure assessment decisions are consistently applied between assessors, and that learner work is to the required standard. Each assessor's work must be checked and confirmed by the IQA. Assessment decisions must be standardised to ensure that all learners' work has been assessed to the same standard and is fair, valid and reliable.

Evidence of internal quality assurance must be recorded, retained and made available for the external quality assurer (EQA).

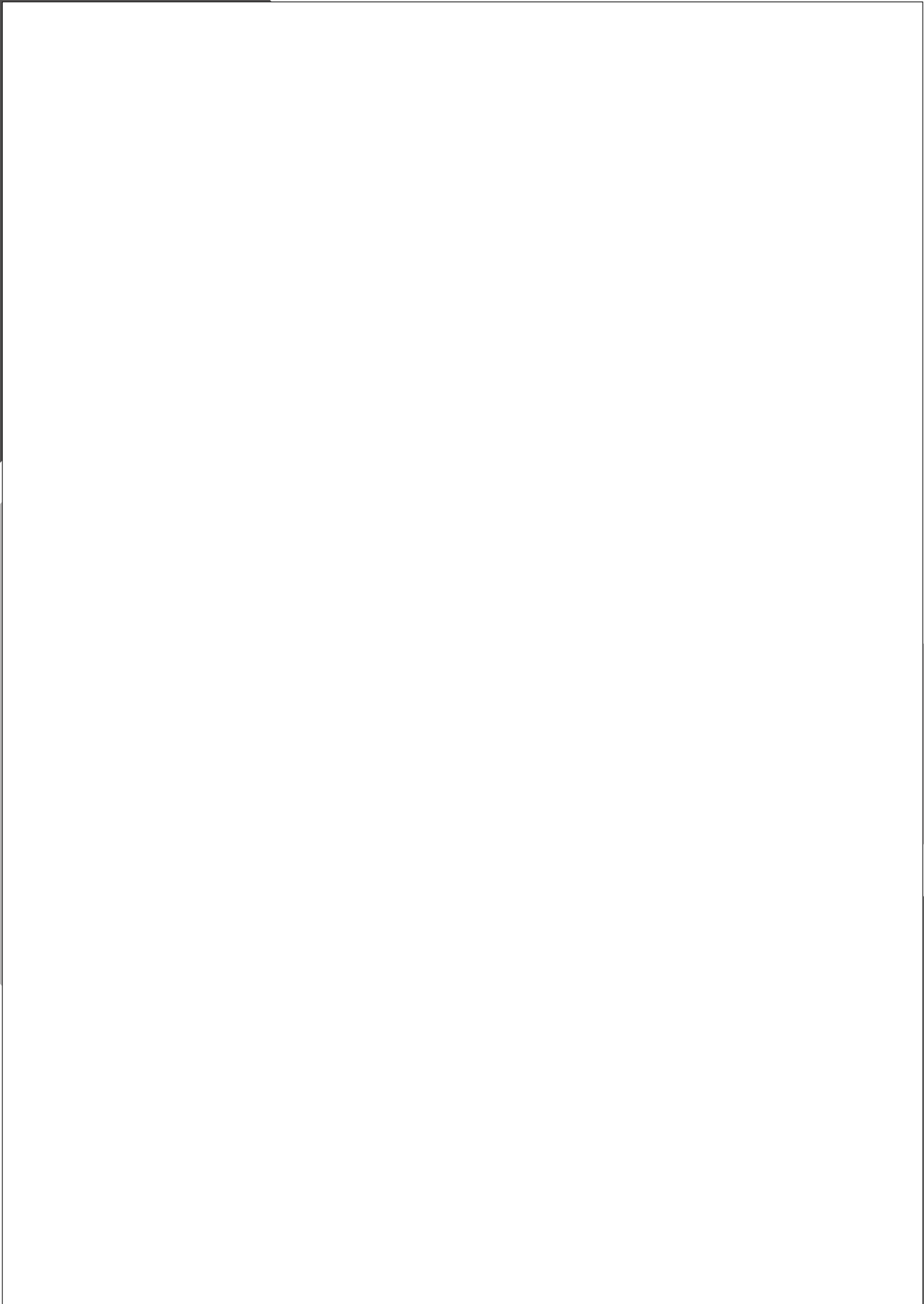
For information on the roles, responsibilities, authorities and accountabilities of IQAs, and internal quality assurance more generally, refer to VTCT's Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

External Quality Assurance

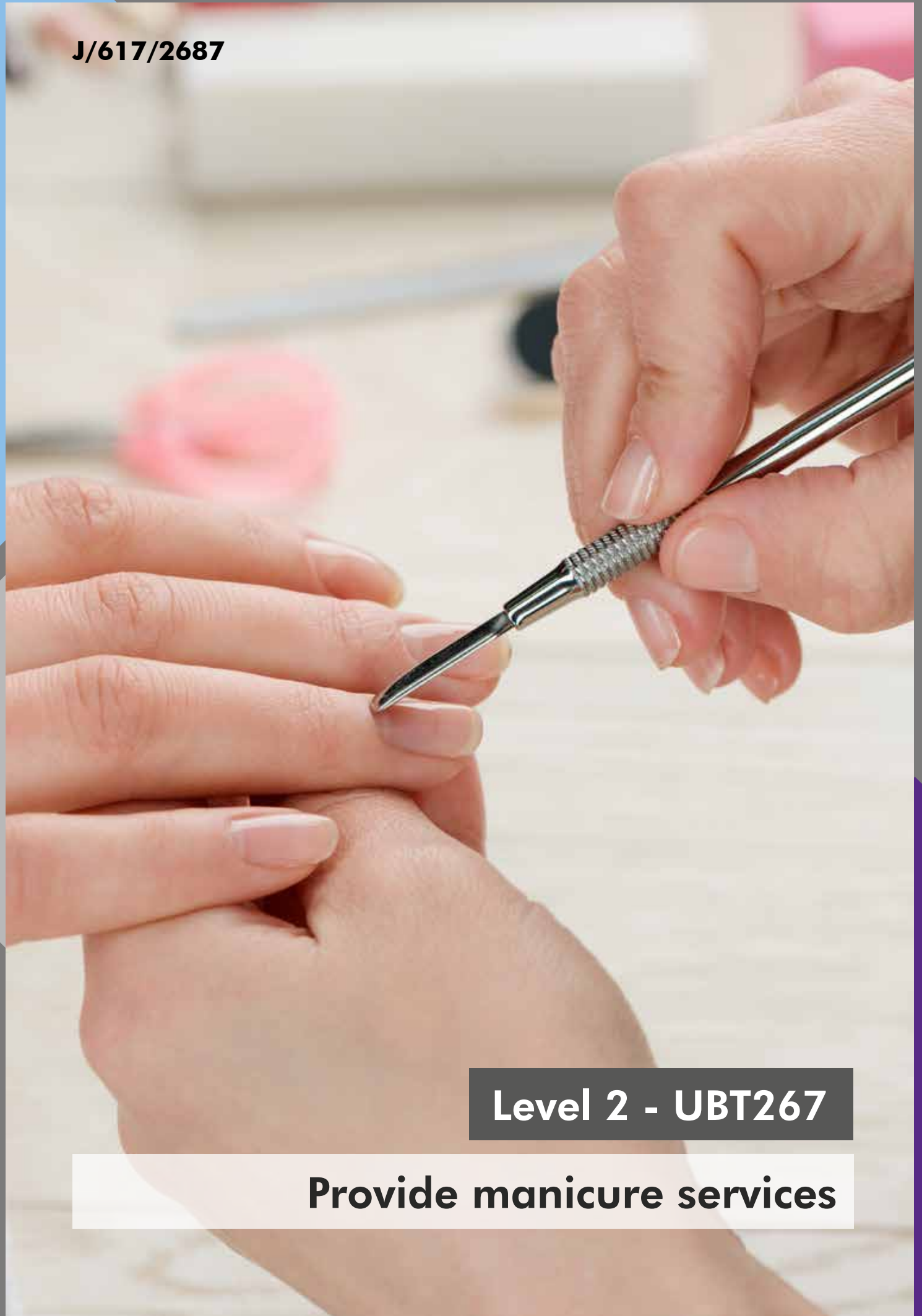
An external quality assurer, appointed by VTCT, will visit the centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. Between visits EQAs are available to offer advice and guidance on any aspect of quality assurance, via telephone or email; additional quality assurance visits can be arranged.

Random sampling is arranged between the centre and the EQA. The EQA will choose a sample of named learners to cover a variety of skills, knowledge, units and assessors. Through the sampling process the EQA will seek to assure that all assessment decisions made at the centre are consistent, fair, valid, and reliable. The EQA will also seek to confirm that all assessments conducted meet national standards.

Notes



J/617/2687



Level 2 - UBT267

Provide manicure services

UBT267

Provide manicure services

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to assess customer/clients' requirements and provide manicure services using nail products and equipment. You will need to know the methods of assessing customer/client requirements, techniques, products, tools and equipment used within a manicure and the anatomy and physiology of the lower arm, hand and nail.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.

2. Your assessor will observe your performance on at least **two** occasions.

This must include **both** of the following finishes:

- Dark polish
- French polish

3. From the range, you must show that you have:

- Used all consultation techniques
- Dealt with a minimum of 1 necessary action
- Carried out all hand and nail treatments
- Carried out a minimum of 2 nail finishes
- Provided all advice and recommendations

4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.

5. Knowledge and understanding in this unit will be assessed by an external examination. There is **one external examination (MCQ)** that must be achieved. The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding (including knowledge range) criteria should be recorded in the following types of acceptable evidence, which are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment
- Witness statements

Practical

You will be able to:

LO1 - Consult, plan and prepare for manicure services	✓
a. Use consultation techniques to determine the customer/client's service plan	<input type="checkbox"/>
b. Obtain signed, informed consent from a parent or guardian for minors prior to any service being performed	<input type="checkbox"/>
c. Confirm the presence of a parent or guardian throughout the service for minors under the age of 16	<input type="checkbox"/>
d. Recognise any contra-indications and take necessary action	<input type="checkbox"/>
e. Agree the service and outcomes that meet the customer/client's needs	<input type="checkbox"/>
f. Obtain signed, informed consent from the customer/client prior to carrying out the service	<input type="checkbox"/>
g. Cleanse the area to be treated and remove any existing nail finish	<input type="checkbox"/>
h. Identify the condition of the nails and skin	<input type="checkbox"/>
i. Recommend treatments and products for the customer/client's skin type and nail condition	<input type="checkbox"/>

You will be able to:

LO2 - Carry out manicure services		✓
a. Confirm the desired nail length and shape with the customer/client		<input type="checkbox"/>
b. Shape the nails to ensure a smooth free edge		<input type="checkbox"/>
c. Use tools and products to remove excess cuticle, without damaging the surrounding skin		<input type="checkbox"/>
d. Create a smooth surface shine to the nail plate using buffing techniques		<input type="checkbox"/>
e. Select and apply hand and nail treatments to suit your customer/client's skin and nail condition		<input type="checkbox"/>
f. Perform massage sequence to meet the needs of the customer/client and the service plan		<input type="checkbox"/>
g. Confirm the nail area is clean, dry and free of product		<input type="checkbox"/>
h. Apply a base coat relevant to the customer/client's needs		<input type="checkbox"/>
i. Apply nail finish and top coat in the required sequence		<input type="checkbox"/>
j. Establish the cuticle and nail wall are free of product		<input type="checkbox"/>
k. Confirm that the nail finish is to the customer/client's satisfaction and meets the agreed service plan		<input type="checkbox"/>
l. Give the customer/client advice and recommendations on the service provided		<input type="checkbox"/>
m. Complete the customer/client's records including therapist and client signatures		<input type="checkbox"/>

Your performances for LO1 and LO2 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all consultation techniques ✓	Portfolio reference
• Questioning <input type="checkbox"/>	
• Listening <input type="checkbox"/>	
• Visual <input type="checkbox"/>	
• Manual <input type="checkbox"/>	
• Written <input type="checkbox"/>	

Dealt with a minimum of 1 necessary action ✓	Portfolio reference
• Encouraging the client to seek medical advice <input type="checkbox"/>	
• Explaining why the service cannot be carried out <input type="checkbox"/>	
• Modifying the service <input type="checkbox"/>	

Carried out all hand and nail treatments ✓	Portfolio reference
• Paraffin wax <input type="checkbox"/>	
• Hand masks <input type="checkbox"/>	
• Thermal mitts <input type="checkbox"/>	
• Exfoliators <input type="checkbox"/>	

To achieve this unit successfully you will need to practically demonstrate that you have:

Carried out a minimum of 2 nail finishes*	✓
• Dark polish	<input type="checkbox"/>
• French polish	<input type="checkbox"/>
• Buffed	<input type="checkbox"/>

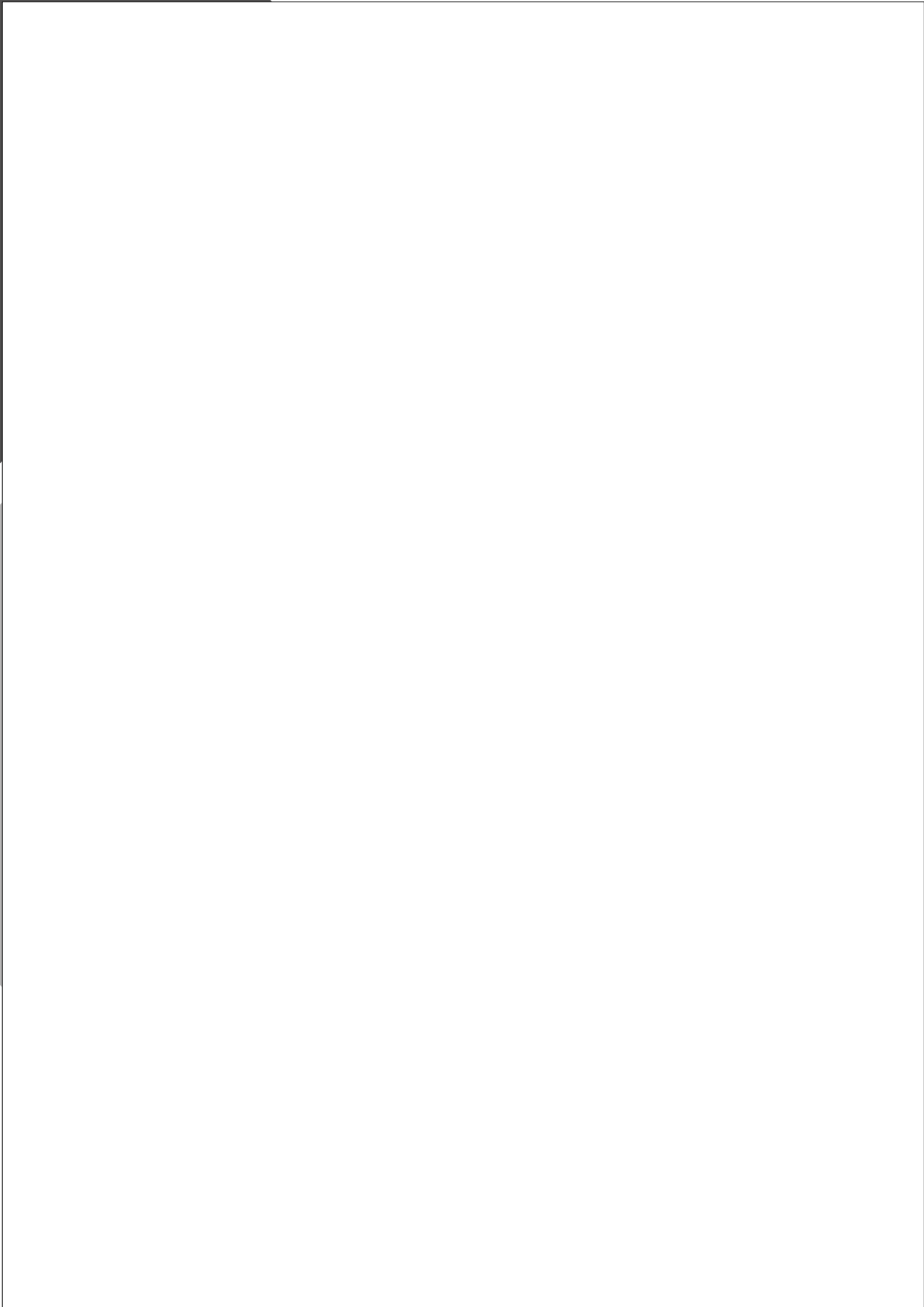
Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>

*Both dark polish and French polish need to be carried out.

Provided all advice and recommendations	✓
• Suitable aftercare products and their uses	<input type="checkbox"/>
• Avoidance of activities which may cause contra-actions	<input type="checkbox"/>
• Recommended time intervals between services	<input type="checkbox"/>
• Present and future products and services	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
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Feedback

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Knowledge

The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO3 - Consult, plan and prepare for manicure services	Portfolio reference
a. Outline the importance of communicating with customer/clients in a professional manner	
b. Describe how to complete a consultation taking into account customer/client's diverse needs	
c. State the legal requirements for providing treatment to minors under 16 years of age	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Outline the reasons for agreeing a service that meets the customer/client's needs	
f. Explain the legal significance of gaining signed, informed customer/client consent to carry out the service	
g. Explain the necessary action to take in relation to specific contra-indications when referring customer/clients	
h. State how to recognise contra-indications that would prevent or restrict the service and why	
i. Identify the contra-indications requiring medical referral and why	
j. Explain the reasons for not naming specific contra-indications when referring customer/clients	
k. Identify the different types of treatable skin and nail conditions	
l. Describe how to conduct a nail and skin analysis	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO4 - Carry out manicure services	Portfolio reference
a. Describe the different natural nail shapes you are likely to come across during manicure services	
b. Describe the techniques used within manicure and how to carry them out	
c. Outline the different types of manicure products, tools and equipment and how to use them	
d. Explain the effects on the nail and skin of the incorrect use of products and equipment	
e. Describe the features and benefits of hand and nail products, services and treatments	
f. Identify how to adapt the manicure service to suit individual customer/client needs	
g. Describe the different types of massage techniques used in a manicure service	
h. Identify the effects of massage techniques on the nails, skin, muscles and underlying structures	
i. Explain why it is important to clean and dry the natural nail prior to applying a nail finish	
j. Explain the importance of recommending a nail finish suitable for the customer/client	
k. Describe the methods of applying different nail finishes	
l. Describe the methods used to remove different nail finishes	
m. Identify the anatomy of the hand and lower arm	
n. Identify the structure of the nail	
o. Identify the process of nail growth	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO4 - Carry out manicure services (continued)
p. Identify the structure and functions of the skin
q. Identify the contra-actions that could occur, how to deal with them and what advice to give to customer/clients
r. Outline the advice and recommendations on products and services

Portfolio reference

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Criteria highlighted in blue will be assessed in the external examination

The external examination will assess criteria which has been highlighted in blue. Your assessor will complete the table below when the 70% pass mark on the external examination has been achieved.

Examination achievement ✓	
Assessor	<input type="text"/>
Signature:	Date:

All remaining knowledge and understanding criteria that is not assessed in the examination should be recorded as all unit criteria must be achieved.

Knowledge criteria ✓	
Assessor	<input type="text"/>
Signature:	Date:

Knowledge Range

To achieve this unit successfully you will need to cover all of the ranges.

Diverse needs ✓	Portfolio reference
• Cultural <input type="checkbox"/>	<input type="text"/>
• Religious <input type="checkbox"/>	<input type="text"/>
• Age <input type="checkbox"/>	<input type="text"/>
• Disability <input type="checkbox"/>	<input type="text"/>
• Gender <input type="checkbox"/>	<input type="text"/>

Contra-indications which prevent ✓	Portfolio reference
• Fungal infections <input type="checkbox"/>	<input type="text"/>
• Viral infections <input type="checkbox"/>	<input type="text"/>
• Parasitic infections <input type="checkbox"/>	<input type="text"/>
• Severe skin conditions <input type="checkbox"/>	<input type="text"/>

Contra-indications which restrict ✓	Portfolio reference
• Bacterial infections <input type="checkbox"/>	<input type="text"/>
• Psoriasis <input type="checkbox"/>	<input type="text"/>
• Dermatitis <input type="checkbox"/>	<input type="text"/>
• Severe nail separation <input type="checkbox"/>	<input type="text"/>
• Broken bones <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

Nail conditions	✓	Portfolio reference
• Bitten	<input type="checkbox"/>	<input type="text"/>
• Discoloured	<input type="checkbox"/>	<input type="text"/>
• Misshapen	<input type="checkbox"/>	<input type="text"/>
• Split	<input type="checkbox"/>	<input type="text"/>
• Ridged	<input type="checkbox"/>	<input type="text"/>
• Dry	<input type="checkbox"/>	<input type="text"/>
• Dehydrated	<input type="checkbox"/>	<input type="text"/>
• Brittle	<input type="checkbox"/>	<input type="text"/>
• Pitted	<input type="checkbox"/>	<input type="text"/>

Natural nail shapes	✓	Portfolio reference
• Fan	<input type="checkbox"/>	<input type="text"/>
• Hook	<input type="checkbox"/>	<input type="text"/>
• Spoon	<input type="checkbox"/>	<input type="text"/>
• Oval	<input type="checkbox"/>	<input type="text"/>
• Square	<input type="checkbox"/>	<input type="text"/>

Anatomy	✓	Portfolio reference
• The bones of the hand and lower arm	<input type="checkbox"/>	<input type="text"/>
• The muscles of the hand and lower arm	<input type="checkbox"/>	<input type="text"/>
• The blood circulation to the hand and lower arm	<input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

Structure of the nail ✓	Portfolio reference
• Nail plate <input type="checkbox"/>	
• Nail bed <input type="checkbox"/>	
• Matrix <input type="checkbox"/>	
• Cuticle <input type="checkbox"/>	
• Lunula <input type="checkbox"/>	
• Hyponychium <input type="checkbox"/>	
• Eponychium <input type="checkbox"/>	
• Perionychium <input type="checkbox"/>	
• Nail wall <input type="checkbox"/>	
• Free edge <input type="checkbox"/>	
• Lateral nail fold <input type="checkbox"/>	

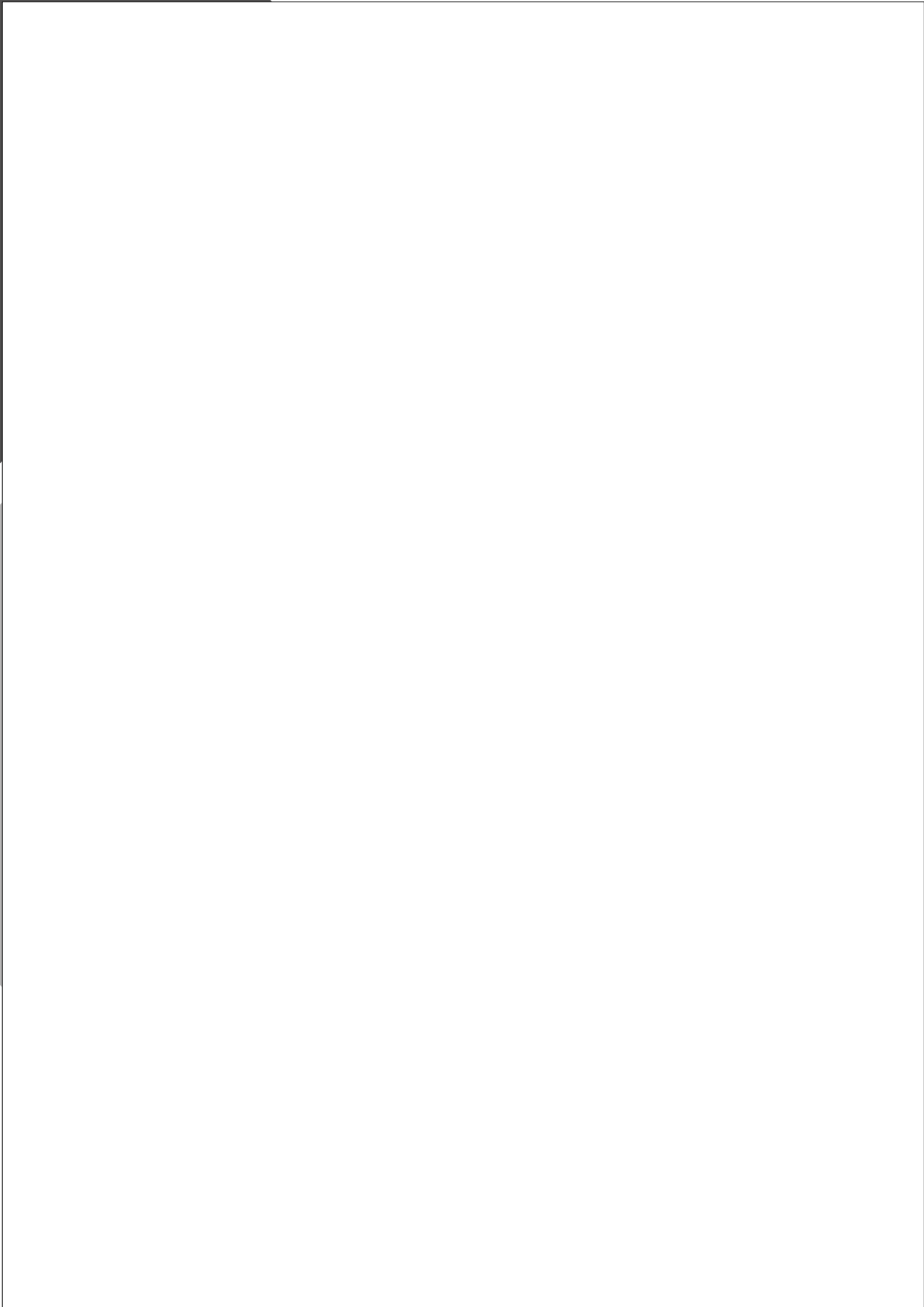
Nail growth ✓	Portfolio reference
• Nail formation <input type="checkbox"/>	
• Growth rate <input type="checkbox"/>	
• Factors affecting growth <input type="checkbox"/>	
• The effects of damage on growth <input type="checkbox"/>	
• Nail thickness <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

Structure of the skin ✓	Portfolio reference
• Dermis <input type="checkbox"/>	
• Epidermis <input type="checkbox"/>	
• Subcutaneous layer <input type="checkbox"/>	
• Appendages <input type="checkbox"/>	

Advice and recommendations ✓	Portfolio reference
• Additional services <input type="checkbox"/>	
• Additional products <input type="checkbox"/>	

Feedback

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L/617/2688

Level 2 - UBT268

Provide pedicure services

UBT268

Provide pedicure services

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to assess customers'/clients' requirements and provide pedicure services using nail products and equipment. You will need to know the methods of assessing customer/client requirements, the techniques, products, tools and equipment used within a pedicure and the anatomy and physiology of the foot and nail.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.

2. Your assessor will observe your performance on at least **two** occasions

This must include **both** of the following finishes:

- Dark polish
- French polish

3. From the range, you must show that you have:

- Used all consultation techniques
- Dealt with a minimum of 1 necessary action
- Carried out all foot and nail treatments
- Carried out both nail finishes
- Provided all advice and recommendations

4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.

5. Knowledge and understanding in this unit will be assessed by an external examination. There is **one external examination (MCQ)** that must be achieved. The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding (including knowledge range) criteria should be recorded in the following types of acceptable evidence, which are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment
- Witness statements

Practical

You will be able to:

LO1 - Consult, plan and prepare for pedicure services	✓
a. Use consultation techniques to determine the customer's/client's service plan	<input type="checkbox"/>
b. Obtain signed, informed consent from a parent or guardian for minors prior to any service being performed	<input type="checkbox"/>
c. Confirm the presence of a parent or guardian throughout the service for minors under the age of 16	<input type="checkbox"/>
d. Recognise any contra-indications and take necessary action	<input type="checkbox"/>
e. Agree the service and outcomes that meet the customer's/client's needs	<input type="checkbox"/>
f. Obtain signed, informed consent from the customer/client prior to carrying out the service	<input type="checkbox"/>
g. Cleanse the area to be treated and remove any existing nail finish	<input type="checkbox"/>
h. Identify the condition of the nails and skin	<input type="checkbox"/>
i. Recommend treatments and products for the customer's/client's skin type and nail condition	<input type="checkbox"/>

You will be able to:

LO2 - Carry out pedicure services		✓
a. Clean and dry the customer's/client's feet		<input type="checkbox"/>
b. Confirm the desired nail length and shape with the customer/client		<input type="checkbox"/>
c. Shape the nails to ensure a smooth free edge		<input type="checkbox"/>
d. Use tools and products to remove excess cuticle, without damaging the surrounding skin		<input type="checkbox"/>
e. Remove excess hard skin, without causing discomfort to the customer/client		<input type="checkbox"/>
f. Select and apply foot and nail treatments to suit your customer's/client's skin type and nail condition		<input type="checkbox"/>
g. Perform massage sequence to meet the needs of the customer/client and the service plan		<input type="checkbox"/>
h. Confirm that the nail area is clean, dry and free of product		<input type="checkbox"/>
i. Apply a base coat relevant to the customer's/client's needs		<input type="checkbox"/>
j. Apply nail finish and top coat, in the required sequence		<input type="checkbox"/>
k. Establish that the cuticle and nail wall are free of product		<input type="checkbox"/>
l. Confirm that the nail finish is to the customer's/client's satisfaction and meets the agreed service plan		<input type="checkbox"/>
m. Give the customer/client advice and recommendations on the service provided		<input type="checkbox"/>
n. Complete the customer's/client's records including therapist and client signatures		<input type="checkbox"/>

Your performances for LO1 and LO2 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all consultation techniques ✓	Portfolio reference
• Questioning <input type="checkbox"/>	<input type="text"/>
• Listening <input type="checkbox"/>	<input type="text"/>
• Visual <input type="checkbox"/>	<input type="text"/>
• Manual <input type="checkbox"/>	<input type="text"/>
• Written <input type="checkbox"/>	<input type="text"/>

Dealt with a minium of 1 necessary action ✓	Portfolio reference
• Encouraging the customer/client to seek medical advice <input type="checkbox"/>	<input type="text"/>
• Explaining why the service cannot be carried out <input type="checkbox"/>	<input type="text"/>
• Modifying the service <input type="checkbox"/>	<input type="text"/>

Carried out all foot and nail treatments ✓	Portfolio reference
• Paraffin wax <input type="checkbox"/>	<input type="text"/>
• Foot masks <input type="checkbox"/>	<input type="text"/>
• Thermal boots <input type="checkbox"/>	<input type="text"/>
• Exfoliators <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to practically demonstrate that you have:

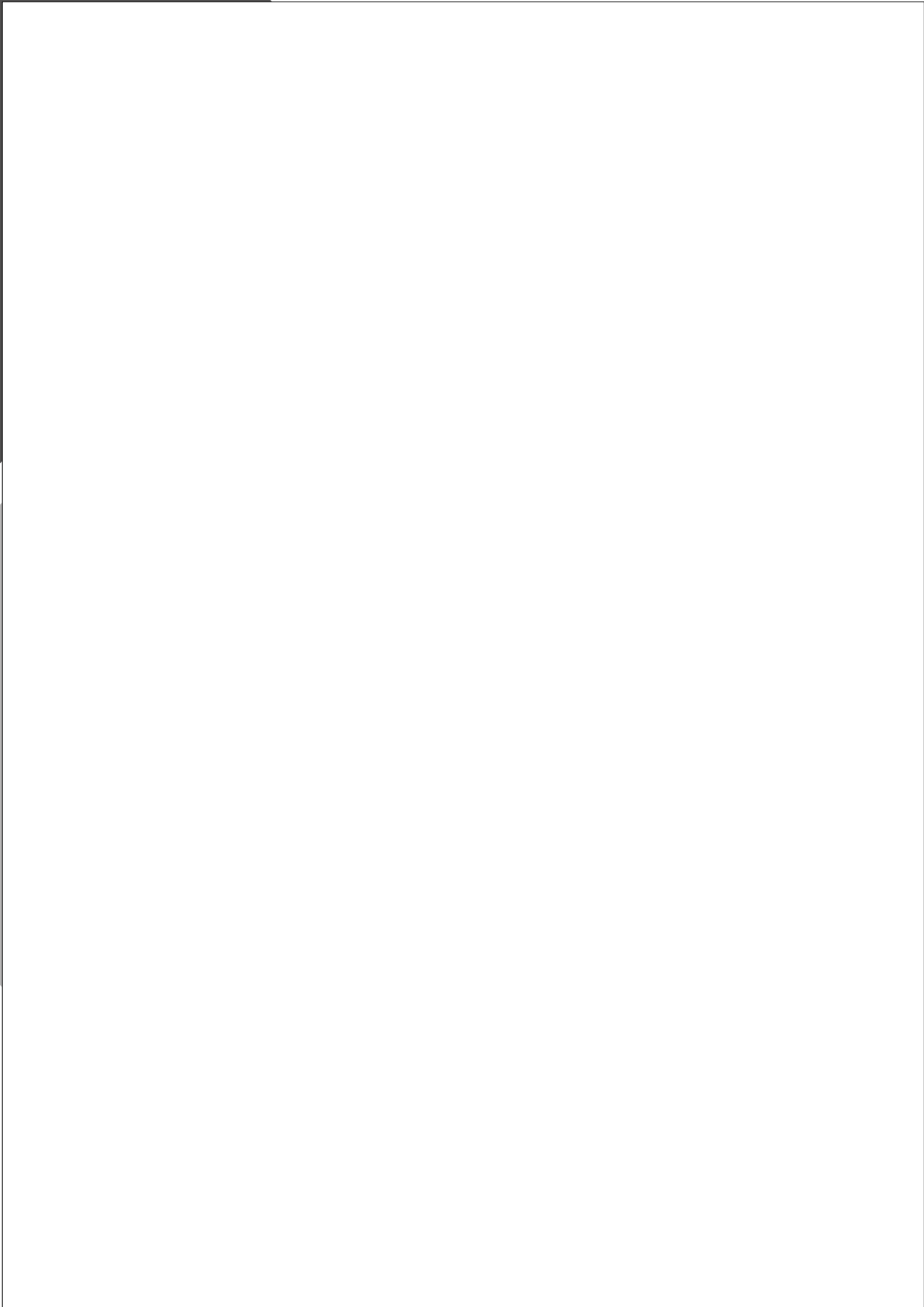
Carried out both nail finishes	✓
• Dark polish	<input type="checkbox"/>
• French polish	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>

Provided all advice and recommendations	✓
• Suitable aftercare products and their uses	<input type="checkbox"/>
• Avoidance of activities which may cause contra-actions	<input type="checkbox"/>
• Recommended time intervals between services	<input type="checkbox"/>
• Present and future products and services	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
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Feedback

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Knowledge

The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO3 - Consult, plan and prepare for pedicure services	Portfolio reference
a. Outline the importance of communicating with customers/clients in a professional manner	
b. Describe how to complete a consultation taking into account customer's/client's diverse needs	
c. State the legal requirements for providing treatment to minors under 16 years of age	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Outline the reasons for agreeing a service that meets the customer's/client's needs	
f. Explain the legal significance of gaining signed, informed customer/client consent to carry out the service	
g. Explain the necessary action to take in relation to specific contra-indications when referring customers/clients	
h. State how to recognise contra-indications that would prevent or restrict the service and why	
i. Identify the contra-indications requiring medical referral and why	
j. Explain the reasons for not naming specific contra-indications when referring customers/clients	
k. Identify the different types of treatable skin and nail conditions	
l. Describe how to conduct a nail and skin analysis	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO4 - Carry out pedicure services	Portfolio reference
a. Describe the different natural nail shapes you are likely to come across during pedicure services	
b. Describe the techniques used within pedicure and how to carry them out	
c. Outline the different types of pedicure products, tools and equipment and how to use them	
d. Explain the effect on the nails and skin of the incorrect use of products and equipment	
e. Describe the features and benefits of different foot and nail products, services and treatments	
f. Identify how to adapt a pedicure service to suit individual customer/client needs	
g. Describe the different types of massage techniques used in a pedicure service	
h. Identify the effects of massage techniques on the nails, skin, muscles and underlying structures conditions	
i. Explain why it is important to clean and dry the natural nail prior to applying a nail finish	
j. Explain the reasons for recommending a nail finish to suit the customer's/client's needs	
k. Describe the methods of applying different nail finishes	
l. Describe the methods used to remove different nail finishes	
m. Identify the anatomy of the foot and lower leg	
n. Identify the structure of the nail	
o. Identify the process of nail growth	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO4 - Carry out pedicure services (continued)
p. Identify the functions and structure of the skin
q. Identify the contra-actions that could occur, how to deal with them and what advice to give to customers/clients
r. Outline the advice and recommendations on products and services

Portfolio reference

Criteria highlighted in blue will be assessed in the external examination

The external examination will assess criteria which has been highlighted in blue. Your assessor will complete the table below when the 70% pass mark on the external examination has been achieved.

Examination achievement	✓
Assessor	<input style="width: 30px; height: 20px;" type="text"/>
Signature: _____	Date: _____

All remaining knowledge and understanding criteria that is not assessed in the examination should be recorded as all unit criteria must be achieved.

Knowledge criteria	✓
Assessor	<input style="width: 30px; height: 20px;" type="text"/>
Signature: _____	Date: _____

Knowledge Range

To achieve this unit successfully you will need to cover all of the ranges.

Diverse needs ✓	Portfolio reference
• Cultural <input type="checkbox"/>	<input type="text"/>
• Religious <input type="checkbox"/>	<input type="text"/>
• Age <input type="checkbox"/>	<input type="text"/>
• Disability <input type="checkbox"/>	<input type="text"/>
• Gender <input type="checkbox"/>	<input type="text"/>

Contra-indications which prevent ✓	Portfolio reference
• Fungal infections <input type="checkbox"/>	<input type="text"/>
• Viral infections <input type="checkbox"/>	<input type="text"/>
• Parasitic infections <input type="checkbox"/>	<input type="text"/>
• Severe skin conditions <input type="checkbox"/>	<input type="text"/>

Contra-indications which restrict ✓	Portfolio reference
• Bacterial infections <input type="checkbox"/>	<input type="text"/>
• Psoriasis <input type="checkbox"/>	<input type="text"/>
• Dermatitis <input type="checkbox"/>	<input type="text"/>
• Severe nail separation <input type="checkbox"/>	<input type="text"/>
• Broken bones <input type="checkbox"/>	<input type="text"/>
• Ingrown toe nails <input type="checkbox"/>	<input type="text"/>
• Bunions <input type="checkbox"/>	<input type="text"/>
• Hammer toes <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

Nail conditions ✓	Portfolio reference
• Discoloured <input type="checkbox"/>	
• Misshapen <input type="checkbox"/>	
• Split <input type="checkbox"/>	
• Ridged <input type="checkbox"/>	
• Dry <input type="checkbox"/>	
• Dehydrated <input type="checkbox"/>	
• Brittle <input type="checkbox"/>	
• Pitted <input type="checkbox"/>	

Anatomy ✓	Portfolio reference
• The bones of the foot and lower leg <input type="checkbox"/>	
• The blood circulation to the foot and lower leg <input type="checkbox"/>	
• The muscles of the foot and lower leg <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

Structure of the nail ✓	Portfolio reference
• Nail plate <input type="checkbox"/>	
• Nail bed <input type="checkbox"/>	
• Matrix <input type="checkbox"/>	
• Cuticle <input type="checkbox"/>	
• Lunula <input type="checkbox"/>	
• Hyponychium <input type="checkbox"/>	
• Eponychium <input type="checkbox"/>	
• Perionychium <input type="checkbox"/>	
• Nail wall <input type="checkbox"/>	
• Free edge <input type="checkbox"/>	
• Lateral nail fold <input type="checkbox"/>	

Nail growth ✓	Portfolio reference
• Nail formation <input type="checkbox"/>	
• Growth rate <input type="checkbox"/>	
• Factors affecting growth <input type="checkbox"/>	
• The effects of damage on growth <input type="checkbox"/>	
• Nail thickness <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

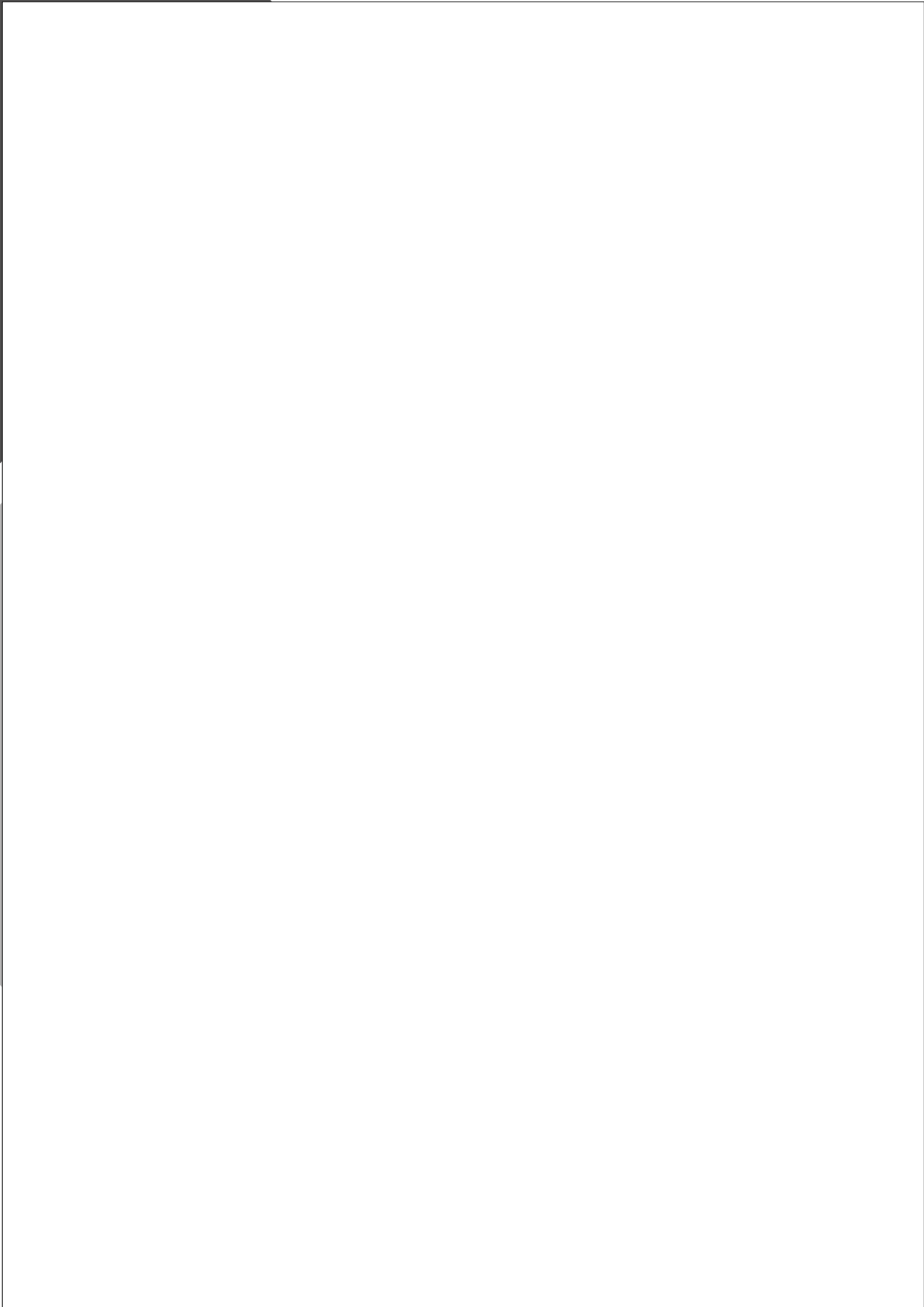
Structure of the skin	✓
• Dermis	<input type="checkbox"/>
• Epidermis	<input type="checkbox"/>
• Subcutaneous layer	<input type="checkbox"/>
• Appendages	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Advice and recommendations	✓
• Additional services	<input type="checkbox"/>
• Additional products	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>

Feedback

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R/617/2689



Level 2 - UBT269

**Advise, demonstrate and sell nail
products and services to
customers/clients**

UBT269

Advise, demonstrate and sell nail products and services to customers/clients

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to advise, demonstrate and recommend methods and products for enhancing the appearance of the nails and hands with customers/clients and how to use booking systems to make and advise on bookings. You will need to know the range of nail services and specialist nail products, retail products, tools and equipment for the nails and skin, the advantages and disadvantages of nail enhancement systems and maintenance procedures.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.
2. Your assessor will observe your performance on at least **two** occasions.
3. From the range, you must show that you:
 - Used all evaluation techniques
 - Provided advice and guidance on a minimum of 4 nail and skincare products
 - Demonstrated all product knowledge
 - Booked in a minimum of 2 nail services
 - Carried out booking processes
4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.
5. Knowledge and understanding in this unit will be assessed by an external examination. There is **one external examination (MCQ)** that must be achieved. The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding (including knowledge range) criteria should be recorded in the following types of acceptable evidence, which are not limited to:
 - Professional discussion
 - Portfolio of evidence
 - Reflective diary on own practice in an appropriate working environment
 - Written assignments
 - Projects/case studies
 - Coursework
 - Task based controlled assessment
 - Witness statements

Practical

You will be able to:

LO1 - Evaluate and advise on nail products	✓
a. Acknowledge the customer/client via verbal and non-verbal means	<input type="checkbox"/>
b. Use evaluation techniques to determine the customer's/client's requirements	<input type="checkbox"/>
c. Establish the customer's/client's choice and selection of nail and skincare products	<input type="checkbox"/>
d. Recognise opportunities for selling additional or associated nail and skincare products by opening a dialogue with the customer/client	<input type="checkbox"/>
e. Obtain the customer's/client's permission to carry out the demonstration	<input type="checkbox"/>
f. Establish customer/client allergies to cosmetic ingredients	<input type="checkbox"/>
g. Identify the condition of the customer's/client's nails and skin	<input type="checkbox"/>
h. Recommend nail and skincare products for the customer's/client's skin and nail condition	<input type="checkbox"/>
i. Agree the nail and skincare products that meet the customer's/client's needs	<input type="checkbox"/>
j. Use hand hygiene procedures, prior to touching the customer's/client's skin	<input type="checkbox"/>
k. Confirm that the nail area is clean, dry and free of previously applied products	<input type="checkbox"/>
l. Provide accurate guidance on the nail and skincare products to influence the customer's/client's purchasing decisions	<input type="checkbox"/>
m. Recommend products to the customer, based on product knowledge and the client's hand and nail condition	<input type="checkbox"/>
n. Confirm with the customer/client that they are confident in their selection and purchase of nail and skincare products	<input type="checkbox"/>
o. Close the sale of nail and skincare products	<input type="checkbox"/>

You will be able to:

LO2 - Evaluate and advise on nail services		✓
a. Acknowledge the customer/client via verbal and non-verbal means		<input type="checkbox"/>
b. Use evaluation techniques to determine the customer's/client's requirements		<input type="checkbox"/>
c. Establish the customer's/client's choice and selection of nail service		<input type="checkbox"/>
d. Recognise opportunities for advising on and booking a nail service by opening a dialogue with the customer/client		<input type="checkbox"/>
e. Establish customer/client allergies to products or cosmetic ingredients		<input type="checkbox"/>
f. Identify the condition of the customer's/client's nails and skin		<input type="checkbox"/>
g. Recommend a nail service for the customer's/client's skin and nail condition		<input type="checkbox"/>
h. Agree the nail service that meets the customer's/client's needs		<input type="checkbox"/>
i. Provide accurate guidance on the nail service to influence the customer's/client's booking decisions		<input type="checkbox"/>
j. Make the booking		<input type="checkbox"/>
k. Confirm with the customer/client that they are confident in the booking they have made		<input type="checkbox"/>

Your performance for LO1 and LO2 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all evaluation techniques ✓	Portfolio reference
• Questioning - open and closed questions <input type="checkbox"/>	<input type="text"/>
• Listening <input type="checkbox"/>	<input type="text"/>
• Visual <input type="checkbox"/>	<input type="text"/>
• Manual <input type="checkbox"/>	<input type="text"/>

Provided advice and guidance on a minimum of 4 nail and skincare products ✓	Portfolio reference
• Polish <input type="checkbox"/>	<input type="text"/>
• Strengthener <input type="checkbox"/>	<input type="text"/>
• Base coat <input type="checkbox"/>	<input type="text"/>
• Top coat <input type="checkbox"/>	<input type="text"/>
• Polish remover <input type="checkbox"/>	<input type="text"/>
• Cuticle cream/oil <input type="checkbox"/>	<input type="text"/>
• Cuticle remover <input type="checkbox"/>	<input type="text"/>
• Hand exfoliator <input type="checkbox"/>	<input type="text"/>
• Hand cream <input type="checkbox"/>	<input type="text"/>
• Nail care tools for retail sale <input type="checkbox"/>	<input type="text"/>
• Nail care equipment for retail sale <input type="checkbox"/>	<input type="text"/>

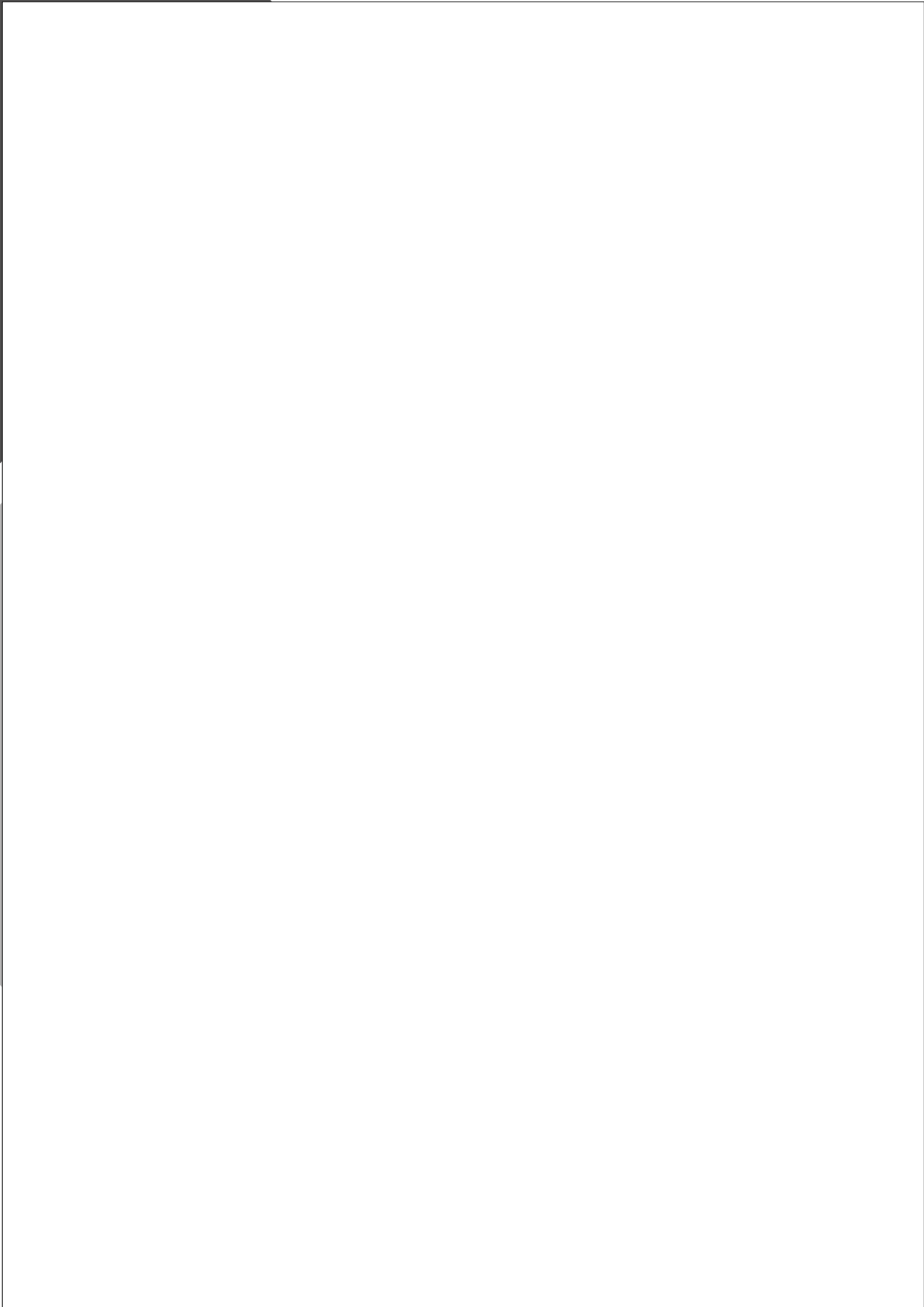
To achieve this unit successfully you will need to practically demonstrate that you have:

Demonstrated all product knowledge	✓	Portfolio reference
• Brand guidelines	<input type="checkbox"/>	<input type="text"/>
• Price	<input type="checkbox"/>	<input type="text"/>
• Features	<input type="checkbox"/>	<input type="text"/>
• Actions	<input type="checkbox"/>	<input type="text"/>
• Benefits	<input type="checkbox"/>	<input type="text"/>
• Precautions	<input type="checkbox"/>	<input type="text"/>
• Ingredients	<input type="checkbox"/>	<input type="text"/>

Booked in a minimum of 2 nail services	✓	Portfolio reference
• Manicure	<input type="checkbox"/>	<input type="text"/>
• Pedicure	<input type="checkbox"/>	<input type="text"/>
• Nail art	<input type="checkbox"/>	<input type="text"/>
• Nail enhancements	<input type="checkbox"/>	<input type="text"/>
• Nail and skincare treatments	<input type="checkbox"/>	<input type="text"/>

Carried out booking processes	✓	Portfolio reference
• Meets customer's/client's expectation	<input type="checkbox"/>	<input type="text"/>
• Meets customer's/client's needs	<input type="checkbox"/>	<input type="text"/>
• Makes the best use of technician's productive time	<input type="checkbox"/>	<input type="text"/>
• Accurately recorded in the business appointment system	<input type="checkbox"/>	<input type="text"/>

Feedback

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Knowledge

The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO3 - Evaluate and advise on nail products	Portfolio reference
a. Outline the importance of communicating with customers/clients in a professional manner	
b. Outline the importance of non-verbal and verbal communication techniques	
c. Explain how to use different evaluation techniques to establish customer's/client's needs	
d. Identify the importance of establishing the customer's/client's time pressures and expectations when offering to demonstrate any additional products	
e. State how to recognise conditions that would prevent or restrict the use of a product	
f. Identify the different types of treatable skin and nail conditions	
g. Describe how to conduct a nail and skin analysis	
h. State the importance of gaining the customer's/client's permission to carry out demonstrations	
i. Outline how to demonstrate the correct and safe use of retail products, tools and equipment for the nails and skin	
j. Explain how to match additional or associated products to customer's/client's needs and increase the amount they spend	
k. Identify the importance of product knowledge when providing the best possible advice and information to customers/clients	
l. Identify why it is important to allow customers/clients to feel, smell and experience the products being used	
m. Describe the importance of providing the customer/client with all necessary information and literature that accompanies their purchase	
n. State the laws governing the application and sale of cosmetics	
o. Outline steps to take to close the sale of nail and skincare products	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO4 - Evaluate and advise on nail services	Portfolio reference
a. Describe how to match additional or associated nail services to customers'/clients' needs and increase the amount they spend	
b. Identify the importance of the knowledge of nail services when providing the best possible advice and information to customers/clients	
c. Identify the advantages and disadvantages of nail enhancement systems and maintenance	
d. Outline the importance of providing accurate guidance on nail services to influence the customer's/client's decision to book a nail service	
e. Identify the factors to consider when scheduling in the booking	
f. State the importance of confirming and making bookings correctly	
g. Identify the types of information required to make a booking	
h. State the consequences of breaking confidentiality	

Criteria highlighted in blue will be assessed in the external examination

The external examination will assess criteria which has been highlighted in blue. Your assessor will complete the table below when the 70% pass mark on the external examination has been achieved.

Examination achievement		✓
Assessor		<input type="checkbox"/>
Signature:		Date:

All remaining knowledge and understanding criteria that is not assessed in the examination should be recorded as all unit criteria must be achieved.

Knowledge criteria		✓
Assessor		<input type="checkbox"/>
Signature:		Date:

Knowledge Range

To achieve this unit successfully you will need to cover all of the ranges.

Product knowledge ✓	Portfolio reference
• Brand guidelines <input type="checkbox"/>	<input type="text"/>
• Price <input type="checkbox"/>	<input type="text"/>
• Features <input type="checkbox"/>	<input type="text"/>
• Actions <input type="checkbox"/>	<input type="text"/>
• Benefits <input type="checkbox"/>	<input type="text"/>
• Precautions <input type="checkbox"/>	<input type="text"/>
• Ingredients <input type="checkbox"/>	<input type="text"/>

Laws governing the application and sale of cosmetics ✓	Portfolio reference
• Trade Descriptions Act <input type="checkbox"/>	<input type="text"/>
• Data Protection legislation (GDPR) <input type="checkbox"/>	<input type="text"/>
• Control of Substances Hazardous to Health Regulations (COSHH) <input type="checkbox"/>	<input type="text"/>
• Consumer Protection legislation <input type="checkbox"/>	<input type="text"/>
• Advertising Standards <input type="checkbox"/>	<input type="text"/>
• Equality Act <input type="checkbox"/>	<input type="text"/>
• Health and Safety at Work Act <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

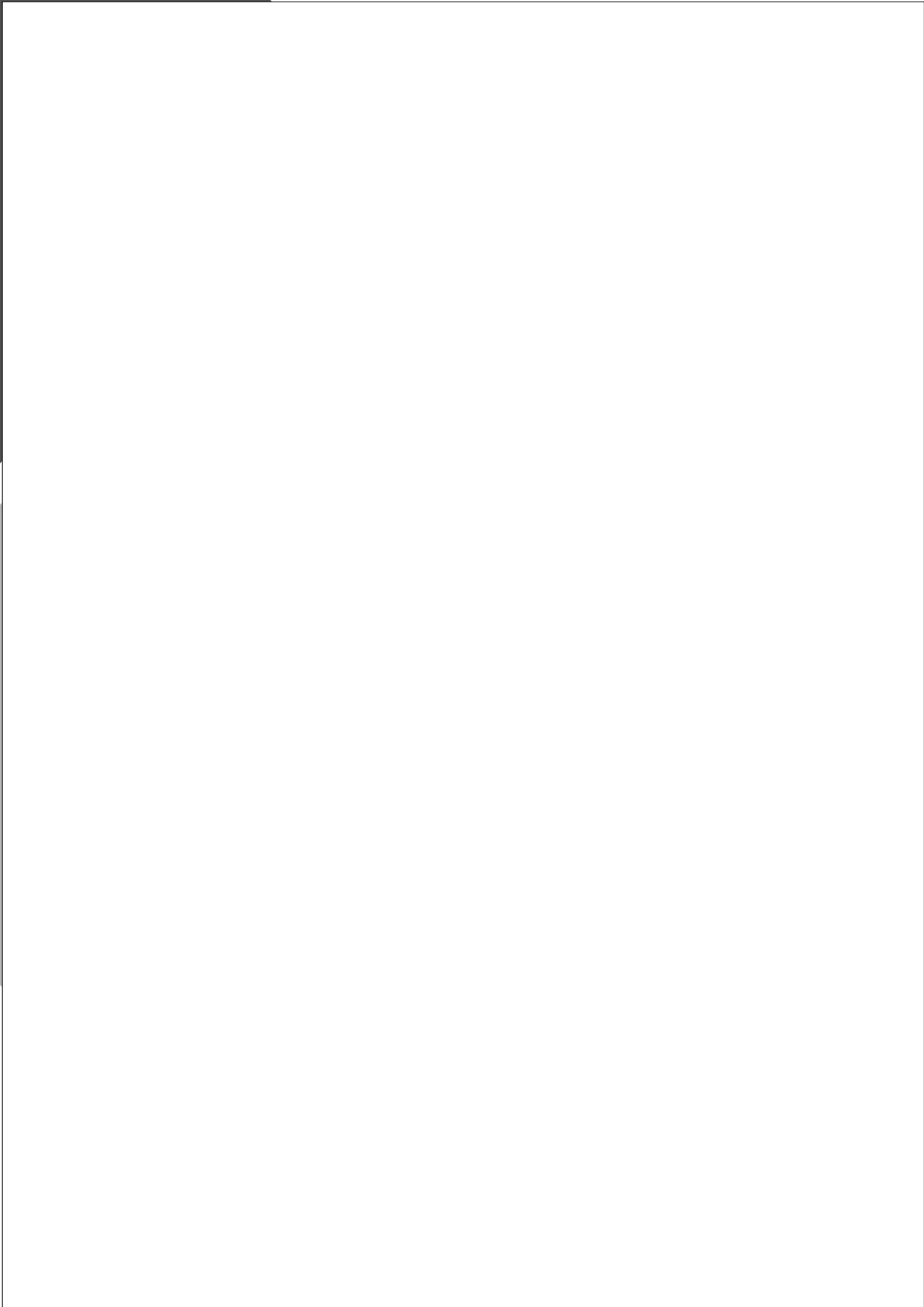
Advantages and disadvantages	✓
• Natural overlays	<input type="checkbox"/>
• Tip and overlays	<input type="checkbox"/>
• Subsequent maintenance	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>

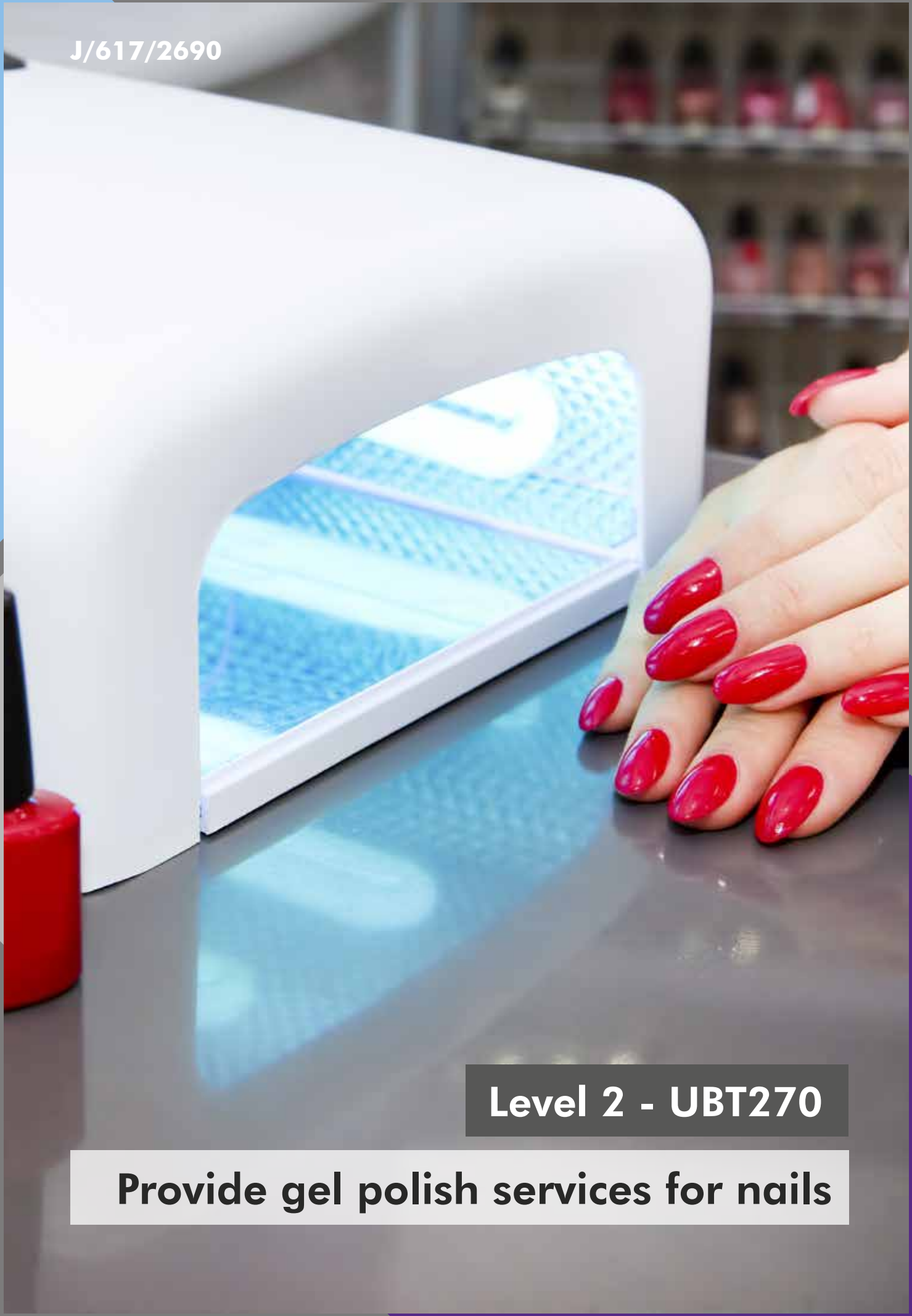
Factors	✓
• Meet customer's/client's expectations	<input type="checkbox"/>
• Meet customer's/client's needs	<input type="checkbox"/>
• Makes the best use of technician's productive time	<input type="checkbox"/>
• Accurately recorded in the business appointment system	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
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Feedback

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J/617/2690



Level 2 - UBT270

Provide gel polish services for nails

UBT270

Provide gel polish services for nails

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to consult, plan, prepare and provide gel polish services to customers/clients. You will need to know the techniques, tools and equipment used to apply, maintain and remove gel polishes.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.
2. Your assessor will observe your performance on at least **two** occasions, this must include **both** of the following finishes:
 - Dark colour
 - Design
3. From the range, you must show that you have:
 - Used all consultation techniques
 - Dealt with a minimum of 1 necessary action
 - Carried out a minimum of 2 gel polish finishes
 - Provided all advice and recommendations
4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.
5. There is **no external examination (MCQ)** for this unit. You will be guided by your assessor on the evidence that needs to be produced to assess your knowledge and understanding. The types of evidence can include but are not limited to:
 - Professional discussion
 - Portfolio of evidence
 - Reflective diary on own practice in an appropriate working environment
 - Written assignments
 - Projects/case studies
 - Coursework
 - Task-based controlled assessment
 - Witness statements

Practical

You will be able to:

LO1 - Consult, plan and prepare for gel polish services for nails	✓
a. Use consultation techniques to determine the customer's/client's service plan	<input type="checkbox"/>
b. Obtain signed, informed consent from a parent or guardian for minors prior to any service being performed	<input type="checkbox"/>
c. Confirm the presence of a parent or guardian throughout the service for minors under the age of 16	<input type="checkbox"/>
d. Recognise any contra-indications and take the necessary action	<input type="checkbox"/>
e. Agree the service and outcomes that meet the customer's/client's needs	<input type="checkbox"/>
f. Obtain signed, informed consent from the customer/client prior to carrying out the service	<input type="checkbox"/>
g. Cleanse the area to be treated and remove any existing nail finish	<input type="checkbox"/>
h. Identify the condition of the nails and skin	<input type="checkbox"/>
i. Recommend treatments and gel polish finish for the customer's/client's skin type and nail condition	<input type="checkbox"/>
j. Use cuticle tools and products to prepare the nail for gel polish application	<input type="checkbox"/>
k. Give the customer/client advice and recommendations on the service provided	<input type="checkbox"/>
l. Complete the customer's/client's records including therapist and client signatures	<input type="checkbox"/>

LO2 - Apply gel polish services for nails	✓
a. Confirm the desired nail length and shape with the customer/client	<input type="checkbox"/>
b. Prepare the nails to ensure maximum adhesion of gel polish finish	<input type="checkbox"/>
c. Apply gel polish finish and leave a free margin around the cuticles and side wall area of the nails	<input type="checkbox"/>

You will be able to:

LO3 - Remove gel polish ✓
a. Remove gel polish and ensure the nails are free from product and undamaged <input type="checkbox"/>

Your performances for LO1, LO2 and LO3 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all consultation techniques ✓	Portfolio reference
• Questioning <input type="checkbox"/>	<input type="text"/>
• Listening <input type="checkbox"/>	<input type="text"/>
• Visual <input type="checkbox"/>	<input type="text"/>
• Manual <input type="checkbox"/>	<input type="text"/>
• Written <input type="checkbox"/>	<input type="text"/>

Dealt with a minimum of 1 necessary action ✓	Portfolio reference
• Encouraging the customer/client to seek medical advice <input type="checkbox"/>	<input type="text"/>
• Explaining why the service cannot be carried out <input type="checkbox"/>	<input type="text"/>
• Modifying the service <input type="checkbox"/>	<input type="text"/>

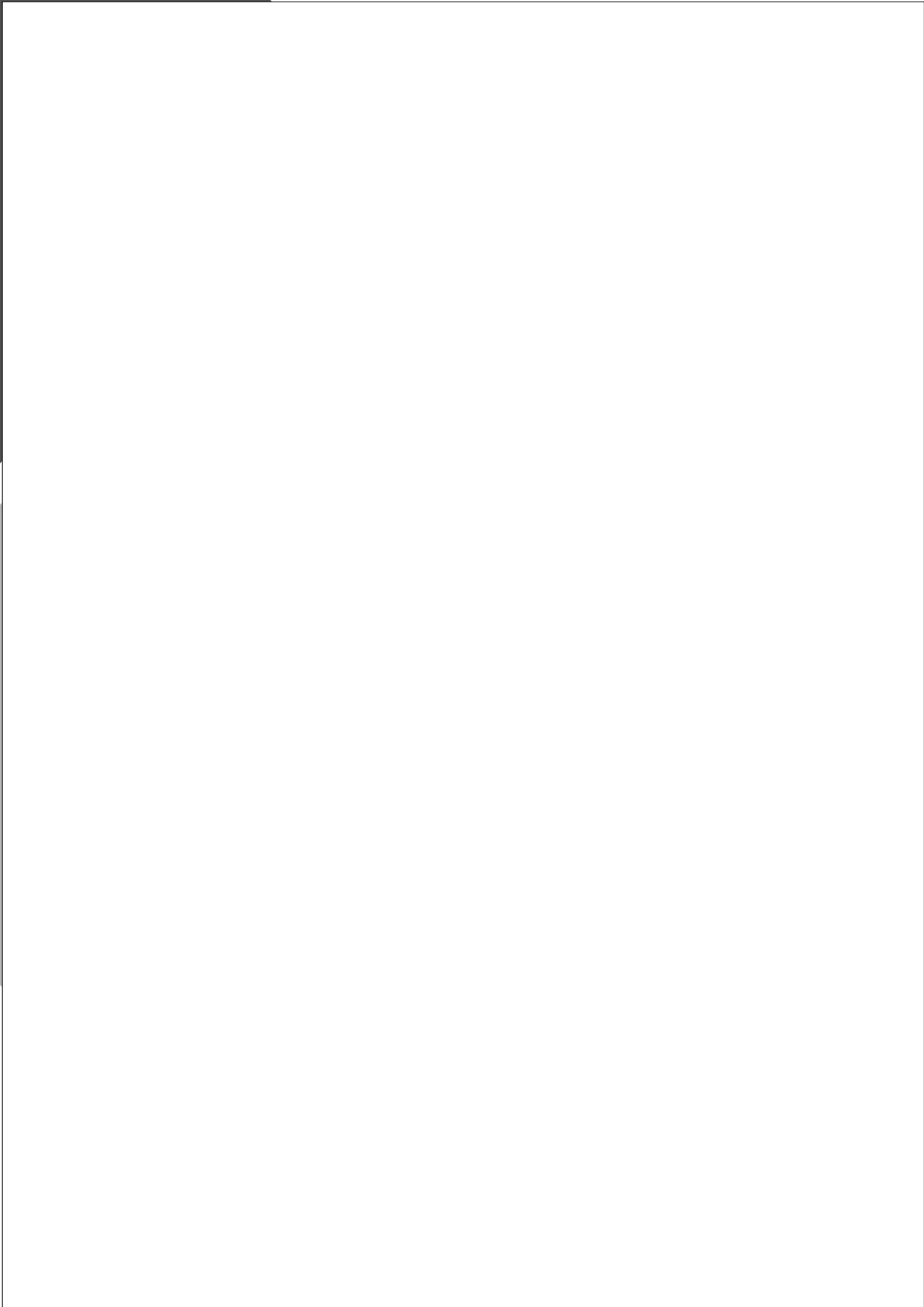
Carried out a minimum of 2 gel polish finishes* ✓	Portfolio reference
• Dark colour <input type="checkbox"/>	<input type="text"/>
• Light colour <input type="checkbox"/>	<input type="text"/>
• French <input type="checkbox"/>	<input type="text"/>
• Design <input type="checkbox"/>	<input type="text"/>

*Dark colour and Design both need to be covered

To achieve this unit successfully you will need to practically demonstrate that you have:

Provided all advice and recommendations ✓	Portfolio reference
• Suitable aftercare products and their uses <input type="checkbox"/>	
• Avoidance of activities which may cause contra-actions <input type="checkbox"/>	
• Recommended time intervals between services <input type="checkbox"/>	
• Present and future products and services <input type="checkbox"/>	

Feedback

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Knowledge

All knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO4 - Consult, plan and prepare for gel polish services for nails

- Outline why it is important to communicate with clients in a professional manner
- Describe how to complete a consultation taking into account customer's/client's diverse needs
- State the legal requirements for providing treatment to minors under 16 years of age
- State the age at which an individual is classed as a minor and how this differs nationally
- Outline the reasons for agreeing a service that meets the customer's/client's needs

Portfolio reference

LO5 - Provide gel polish services for nails

- Explain the legal significance of gaining signed, informed customer/client consent to carry out the service
- State how to recognise contra-indications that would prevent or restrict the service
- Identify the contra-indications requiring medical referral and why
- Explain the necessary action to take in relation to specific contra-indications when referring customers/clients
- Explain the reasons for not naming specific contra-indications when referring customers/clients
- Identify the different types of treatable nail and skin conditions
- Describe how to conduct a nail and skin analysis
- Describe the different methods used to prepare the natural nail
- Outline the advice and recommendations on products and service

Portfolio reference

You will know and understand how to:

LO6 - Apply, maintain and remove gel polish services	Portfolio reference
a. Describe the different natural nail shapes you are likely to come across during gel polish services	
b. Explain the reasons for shaping the free edge prior to gel polish application	
c. Outline the different types of curing equipment, including UV or LED and the required setting times	
d. Explain the effects of over curing and under curing on the gel polish finish	
e. Describe the features and benefits of gel polish application and services	
f. Explain how to adapt the gel polish service to suit individual client needs	
g. Describe the methods of applying different gel nail finishes	
h. Describe the methods of removing gel polish	
i. Explain the effect on the nails and skin of the incorrect use of products and equipment	
j. Explain the implications of layering product and how it will affect the removal process	
k. Explain the difference between gel polish and standard nail polish and how they can be combined	
l. Explain the problems that can occur if the gel product is too thick or too thin	
m. Describe the different types of gel polish and their chemical background	
n. Explain how to adapt the gel polish application if combined with other nail services	

You will know and understand how to:

LO6 - Apply, maintain and remove gel polish services (continued)
o. Identify the anatomy of the hand and arm
p. Identify the structure of the nail
q. Identify the process of nail growth
r. Identify the structure and functions of the skin

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

All knowledge and understanding criteria should be recorded as all unit criteria must be achieved.

Knowledge criteria	<input checked="" type="checkbox"/>
Assessor	<input type="checkbox"/>
Signature:	Date:

Knowledge Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Diverse needs ✓	Portfolio reference
• Cultural <input type="checkbox"/>	<input type="text"/>
• Religious <input type="checkbox"/>	<input type="text"/>
• Age <input type="checkbox"/>	<input type="text"/>
• Disability <input type="checkbox"/>	<input type="text"/>
• Gender <input type="checkbox"/>	<input type="text"/>

Contra-indications which prevent ✓	Portfolio reference
• Fungal infections <input type="checkbox"/>	<input type="text"/>
• Viral infections <input type="checkbox"/>	<input type="text"/>
• Bacterial infections <input type="checkbox"/>	<input type="text"/>
• Parasitic infections <input type="checkbox"/>	<input type="text"/>
• Severe skin conditions <input type="checkbox"/>	<input type="text"/>

Contra-indications which restrict ✓	Portfolio reference
• Psoriasis <input type="checkbox"/>	<input type="text"/>
• Dermatitis <input type="checkbox"/>	<input type="text"/>
• Severe nail separation <input type="checkbox"/>	<input type="text"/>
• Broken bones <input type="checkbox"/>	<input type="text"/>
• Unknown redness or swelling <input type="checkbox"/>	<input type="text"/>
• Damaged nails <input type="checkbox"/>	<input type="text"/>
• Thinning nails <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to practically demonstrate that you have:

Natural nail shapes ✓	Portfolio reference
• Fan <input type="checkbox"/>	
• Hook <input type="checkbox"/>	
• Spoon <input type="checkbox"/>	
• Oval <input type="checkbox"/>	
• Square <input type="checkbox"/>	

Anatomy of the hand and arm ✓	Portfolio reference
• The bones of the lower arm and hand <input type="checkbox"/>	
• The muscles of the lower arm and hand <input type="checkbox"/>	
• The blood circulation to the lower arm and hand <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

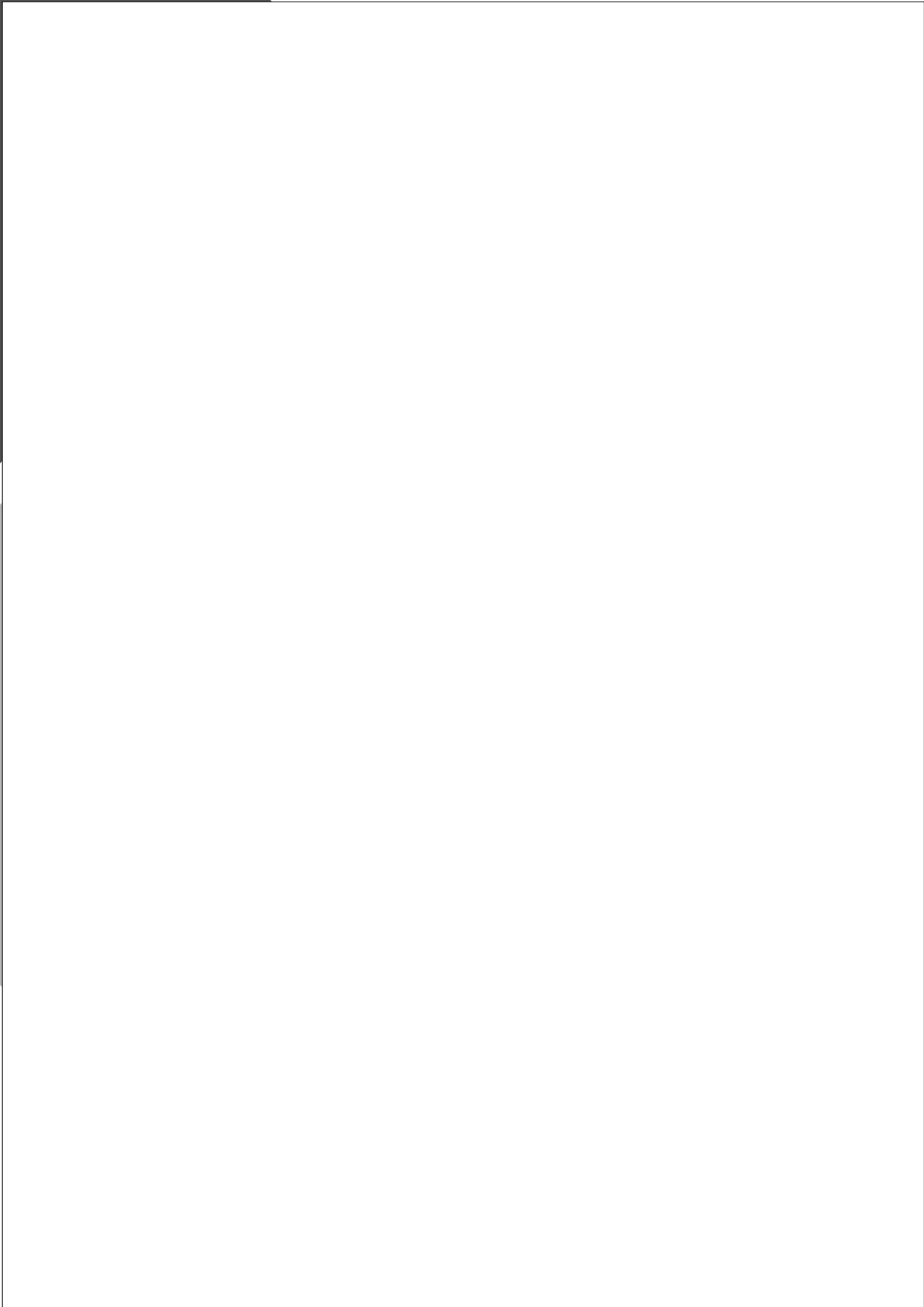
Structure of the nail ✓	Portfolio reference
• Nail plate <input type="checkbox"/>	
• Nail bed <input type="checkbox"/>	
• Matrix <input type="checkbox"/>	
• Cuticle <input type="checkbox"/>	
• Lunula <input type="checkbox"/>	
• Hyponychium <input type="checkbox"/>	
• Eponychium <input type="checkbox"/>	
• Perionychium <input type="checkbox"/>	
• Nail wall <input type="checkbox"/>	
• Free edge <input type="checkbox"/>	
• Lateral nail fold <input type="checkbox"/>	

Nail growth ✓	Portfolio reference
• Nail formation <input type="checkbox"/>	
• Growth rate <input type="checkbox"/>	
• Factors affecting growth <input type="checkbox"/>	
• The effects of damage on growth and nail thickness <input type="checkbox"/>	
• Nail thickness <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

Structure of the skin ✓	Portfolio reference
• Dermis <input type="checkbox"/>	
• Epidermis <input type="checkbox"/>	
• Subcutaneous layer <input type="checkbox"/>	
• Appendages <input type="checkbox"/>	

Feedback

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L/617/2691



Level 2 - UBT271

Provide basic nail art services

UBT271

Provide basic nail art services

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to consult, plan, prepare and provide nail art services to customers/clients. You will need to know the techniques, tools and equipment used within nail art.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.
2. Your assessor will observe your performance on at least **two** occasions.
3. From the range, you must show that you have:
 - Used all consultation techniques
 - Dealt with a minimum of 1 necessary action
 - Used a minimum of 3 techniques
 - Used a minimum of 4 products
 - Provided all advice and recommendations
4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.
5. There is **no external examination (MCQ)** for this unit. You will be guided by your assessor on the evidence that needs to be produced to assess your knowledge and understanding. The types of evidence can include but are not limited to:
 - Professional discussion
 - Portfolio of evidence
 - Reflective diary on own practice in an appropriate working environment
 - Written assignments
 - Projects/case studies
 - Coursework
 - Task-based controlled assessment
 - Witness statements

Practical

You will be able to:

LO1 - Consult, plan and prepare for nail art services	✓
a. Use consultation techniques to determine the customer's/client's service plan	<input type="checkbox"/>
b. Obtain signed, informed consent from a parent or guardian for minors prior to any service being performed	<input type="checkbox"/>
c. Confirm the presence of a parent or guardian throughout the service for minors under the age of 16	<input type="checkbox"/>
d. Recognise any contra-indications and take the necessary action	<input type="checkbox"/>
e. Agree the service and outcomes that meet the customer's/client's needs	<input type="checkbox"/>
f. Obtain signed, informed consent from the customer/client prior to carrying out the service	<input type="checkbox"/>
g. Identify the condition of the nails and skin	<input type="checkbox"/>
h. Recommend and agree with the customer/client nail art design and techniques to suit their nail shape and condition	<input type="checkbox"/>

You will be able to:

LO2 - Apply nail art design		✓
a. Use tools and products to prepare the nails for nail art design		<input type="checkbox"/>
b. Select nail art products and tools required for the agreed nail art design and techniques		<input type="checkbox"/>
c. Apply a nail art base according to the design requirements		<input type="checkbox"/>
d. Apply nail art techniques and products in the required sequence to achieve the nail art design		<input type="checkbox"/>
e. Seal the nail art design, leaving the cuticles and nail walls free from product		<input type="checkbox"/>
f. Confirm that the finished design is to the customer's/client's satisfaction and meets the agreed design plan		<input type="checkbox"/>
g. Give the customer/client advice and recommendations on the service provided		<input type="checkbox"/>
h. Complete the customer's/client's records including therapist and client signatures		<input type="checkbox"/>

Your performances for LO1 and LO2 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all consultation techniques ✓	Portfolio reference
• Questioning <input type="checkbox"/>	<input type="text"/>
• Listening <input type="checkbox"/>	<input type="text"/>
• Visual <input type="checkbox"/>	<input type="text"/>
• Manual <input type="checkbox"/>	<input type="text"/>
• Written <input type="checkbox"/>	<input type="text"/>

Dealt with a minimum of 1 necessary action ✓	Portfolio reference
• Encouraging the customer/client to seek medical advice <input type="checkbox"/>	<input type="text"/>
• Explaining why the service cannot be carried out <input type="checkbox"/>	<input type="text"/>
• Modifying the service <input type="checkbox"/>	<input type="text"/>

Used a minimum of 3 techniques ✓	Portfolio reference
• Custom blending <input type="checkbox"/>	<input type="text"/>
• Colour fading <input type="checkbox"/>	<input type="text"/>
• Marbling <input type="checkbox"/>	<input type="text"/>
• Painting <input type="checkbox"/>	<input type="text"/>
• Imprinting <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to practically demonstrate that you have:

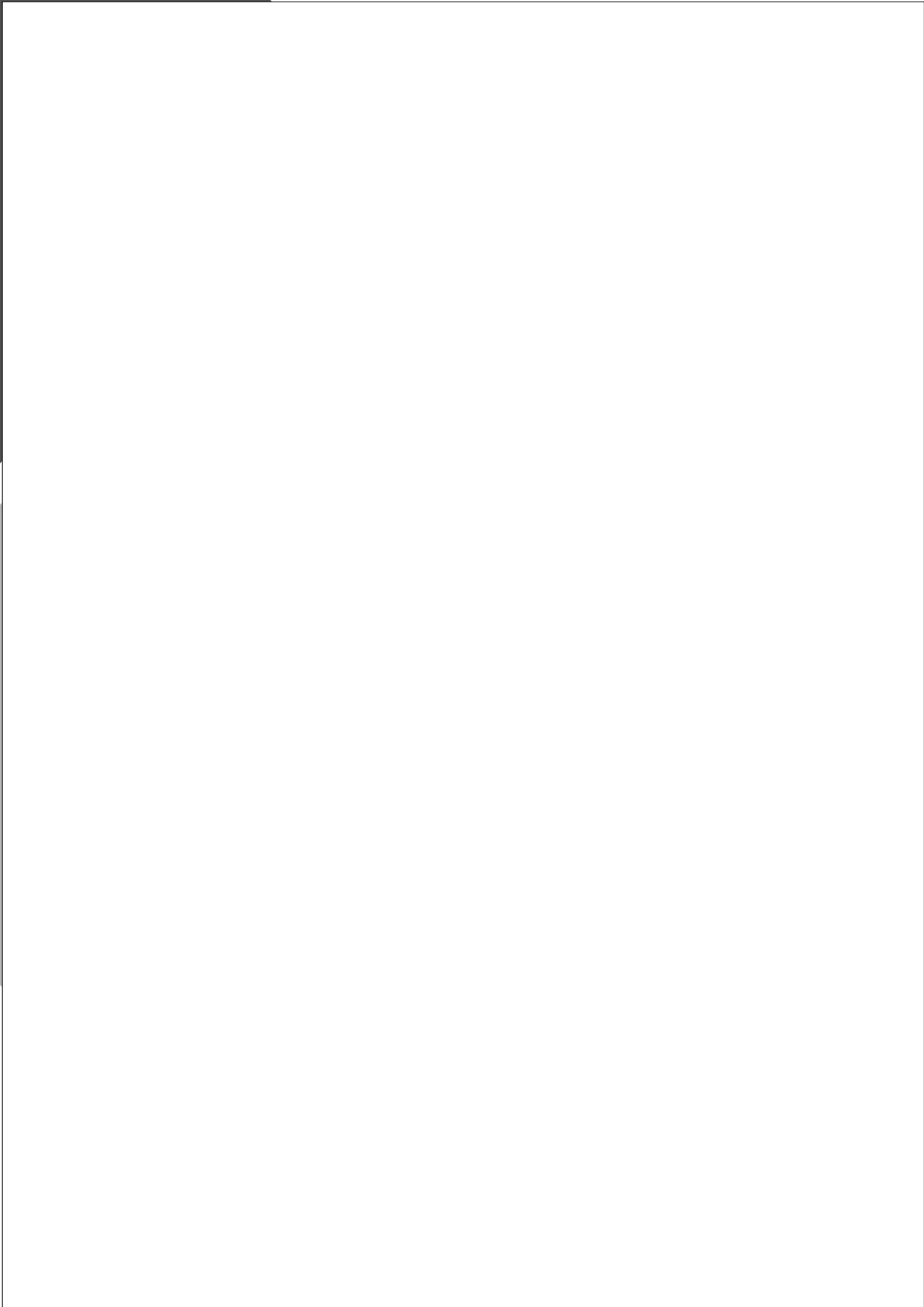
Used a minimum of 4 products	✓
• Fabrics	<input type="checkbox"/>
• Glitters	<input type="checkbox"/>
• Jewels	<input type="checkbox"/>
• Decals	<input type="checkbox"/>
• Embellishments	<input type="checkbox"/>
• Coloured powders	<input type="checkbox"/>
• Coloured UV gels	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Provided all advice and recommendations	✓
• Suitable aftercare products and their uses	<input type="checkbox"/>
• Avoidance of activities which may cause contra-actions	<input type="checkbox"/>
• Time intervals between services	<input type="checkbox"/>
• Present and future products and services	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Feedback

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Knowledge

All knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO3 - Consult, plan and prepare for nail art services	Portfolio reference
a. Outline the importance of communicating with customers/clients in a professional manner	
b. Describe how to complete a consultation taking into account customer's/client's diverse needs	
c. State the legal requirements for providing treatment to minors under 16 years of age	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Outline the reasons for agreeing a service that meets the customer's/client's needs	
f. Explain the legal significance of gaining signed, informed customer/client consent to carry out the service	
g. State how to recognise contra-indications that would prevent or restrict the service and why	
h. Identify the contra-indications requiring medical referral and why	
i. Explain the necessary action to take in relation to specific contra-indications when referring customers/clients	
j. Explain the reasons for not naming specific contra-indications when referring customers/clients	
k. Describe how to identify treatable nail and skin conditions	
l. Describe how to conduct a nail and skin analysis	

You will know and understand how to:

LO4 - Apply nail art design	Portfolio reference
a. Describe the different methods used to prepare the nails for nail art application	<input type="text"/>
b. Describe the different types of techniques used within nail art services and how to carry them out	<input type="text"/>
c. Outline the range and use of nail art products and tools	<input type="text"/>
d. Identify how to select and combine colours to complement the design	<input type="text"/>
e. Identify how the customer's/client's nail shape and condition of the customer's/client's nails can limit the design choice	<input type="text"/>
f. State the reasons for sealing the final nail art design	<input type="text"/>
g. Identify the structure of the nail	<input type="text"/>
h. Identify the process of nail growth	<input type="text"/>
i. Identify the structure and functions of the skin	<input type="text"/>
j. Identify possible contra-actions that could occur, how to deal with them and what advice to give to customers/clients	<input type="text"/>
k. Outline the advice and recommendations on products and service	<input type="text"/>

All knowledge and understanding criteria should be recorded as all unit criteria must be achieved.

Knowledge criteria		✓
Assessor		<input type="checkbox"/>
Signature:	Date:	

Knowledge Range

To achieve this unit successfully you will need to cover all of the ranges.

Diverse needs ✓	Portfolio reference
• Cultural <input type="checkbox"/>	<input type="text"/>
• Religious <input type="checkbox"/>	<input type="text"/>
• Age <input type="checkbox"/>	<input type="text"/>
• Disability <input type="checkbox"/>	<input type="text"/>
• Gender <input type="checkbox"/>	<input type="text"/>

Contra-indications which prevent ✓	Portfolio reference
• Fungal infections <input type="checkbox"/>	<input type="text"/>
• Viral infections <input type="checkbox"/>	<input type="text"/>
• Parasitic infections <input type="checkbox"/>	<input type="text"/>
• Severe skin conditions <input type="checkbox"/>	<input type="text"/>
• Severely bitten nail <input type="checkbox"/>	<input type="text"/>

Contra-indications which restrict ✓	Portfolio reference
• Bacterial infections <input type="checkbox"/>	<input type="text"/>
• Psoriasis <input type="checkbox"/>	<input type="text"/>
• Dermatitis <input type="checkbox"/>	<input type="text"/>
• Severe nail separation <input type="checkbox"/>	<input type="text"/>
• Broken bones <input type="checkbox"/>	<input type="text"/>
• Unknown redness or swelling <input type="checkbox"/>	<input type="text"/>
• Damaged nails <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

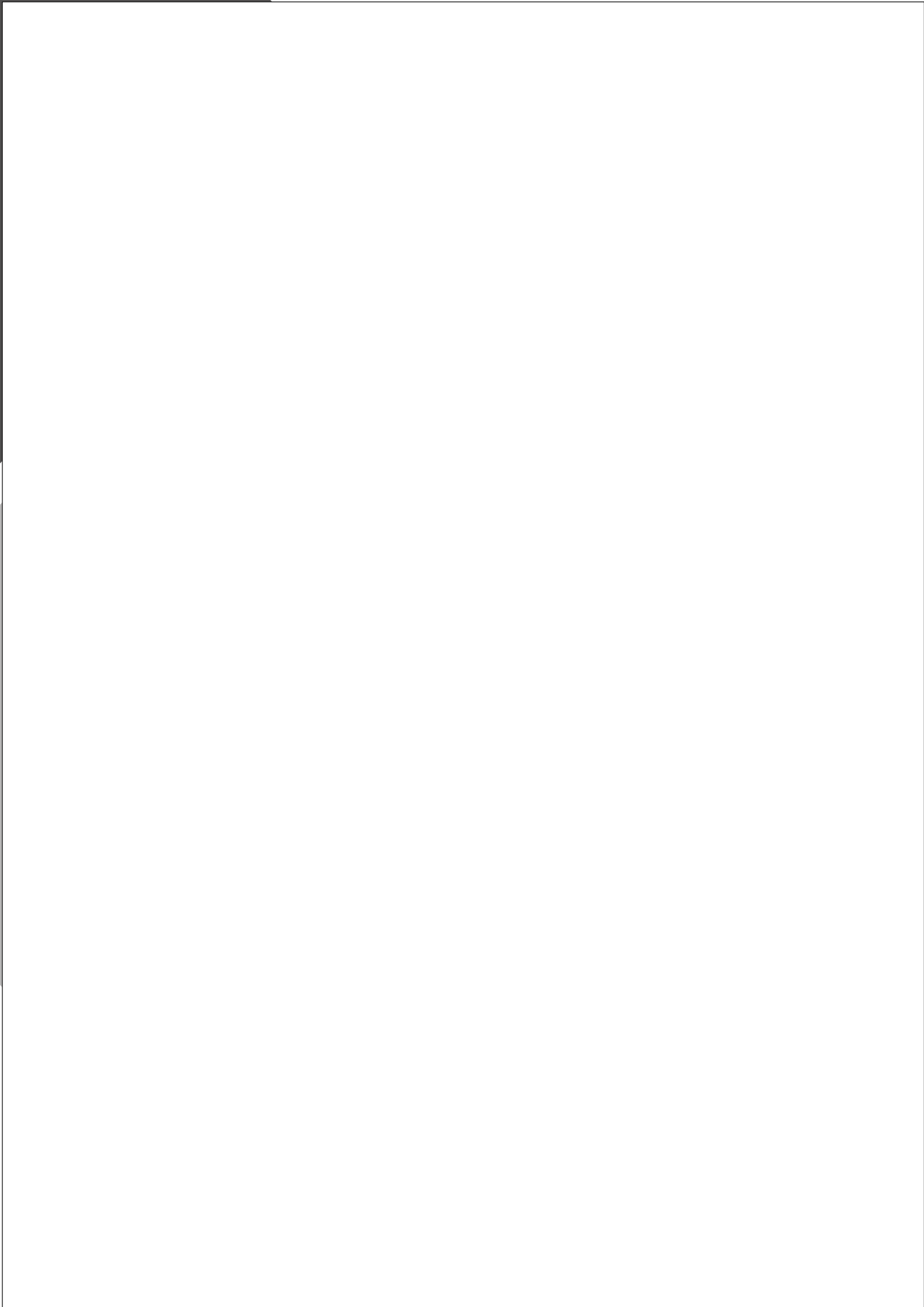
Nail shape ✓	Portfolio reference
• Fan <input type="checkbox"/>	
• Hook <input type="checkbox"/>	
• Spoon <input type="checkbox"/>	
• Oval <input type="checkbox"/>	
• Square <input type="checkbox"/>	

Structure of the nail ✓	Portfolio reference
• Nail plate <input type="checkbox"/>	
• Nail bed <input type="checkbox"/>	
• Matrix <input type="checkbox"/>	
• Cuticle <input type="checkbox"/>	
• Lunula <input type="checkbox"/>	
• Hyponychium <input type="checkbox"/>	
• Eponychium <input type="checkbox"/>	
• Perionychium <input type="checkbox"/>	
• Nail wall <input type="checkbox"/>	
• Free edge <input type="checkbox"/>	
• Lateral nail fold <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

Nail growth ✓	Portfolio reference
• Nail formation <input type="checkbox"/>	<input type="text"/>
• Growth rate <input type="checkbox"/>	<input type="text"/>
• Factors affecting growth <input type="checkbox"/>	<input type="text"/>
• The effects of damage on growth <input type="checkbox"/>	<input type="text"/>
• Nail thickness <input type="checkbox"/>	<input type="text"/>
Contra-actions ✓	Portfolio reference
• Allergic reaction <input type="checkbox"/>	<input type="text"/>
• Premature loss of nail art design <input type="checkbox"/>	<input type="text"/>
• Damage to nail art design <input type="checkbox"/>	<input type="text"/>
Advice and recommendations ✓	Portfolio reference
• Additional services <input type="checkbox"/>	<input type="text"/>
• Additional products <input type="checkbox"/>	<input type="text"/>
• The aftercare and maintenance requirements to ensure longevity of the design <input type="checkbox"/>	<input type="text"/>

Feedback

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R/617/2692



Level 2 - UBT272

Provide nail enhancement services

UBT272

Provide nail enhancement services

Throughout this unit you will need to maintain effective health, safety and hygiene whilst working. You will also need to maintain a professional standard of behaviour and demonstrate effective communication skills.

The main aim of this unit is to develop your practical skills and knowledge to consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, and maintenance and removal of nail enhancements on customers/clients. You will need to know the different types of nail enhancements and how to carry out each technique, the different types of tools and equipment and how to use them; to include acrylic, silk and gel systems.

Evidence Requirements

1. Simulation is not allowed for any performance evidence within this unit. The assessment must be performed in a real or realistic working environment on customers/clients.
2. Your assessor will observe your performance on at least **two** occasions, this must include:
 - Full set of natural tips and overlays
 - Rebalance
3. From the range, you must show that you have:
 - Used all the consultation techniques
 - Dealt with a minimum of 1 necessary action
 - Carried out all nail enhancements
 - Carried out all nail maintenance techniques
 - Provided all advice and recommendations
4. If the range requirements have not been fully covered by these observations, additional observed evidence can be provided. You will need to collect documentary evidence to show that you have met all the requirements.
5. Knowledge and understanding in this unit will be assessed by an external examination. There is **one external examination (MCQ)** that must be achieved. The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding (including knowledge range) criteria should be recorded in the following types of acceptable evidence, which are not limited to:
 - Professional discussion
 - Portfolio of evidence
 - Reflective diary on own practice in an appropriate working environment
 - Written assignments
 - Projects/case studies
 - Coursework
 - Task based controlled assessment
 - Witness statements

Practical

You will be able to:

LO1 - Consult, plan and prepare for nail enhancement services		✓
a.	Use consultation techniques to determine the customer's/client's service plan	<input type="checkbox"/>
b.	Obtain signed, informed consent from a parent or guardian for minors prior to any treatment being performed	<input type="checkbox"/>
c.	Confirm the presence of a parent or guardian throughout the treatment for minors under the age of 16	<input type="checkbox"/>
d.	Recognise any contra-indications and take the necessary action	<input type="checkbox"/>
e.	Agree the nail enhancement service and outcomes that meet the customer's/client's needs	<input type="checkbox"/>
f.	Obtain signed, informed consent from the customer/client prior to carrying out the nail enhancement service	<input type="checkbox"/>
g.	Cleanse the area to be treated and remove any existing nail finish	<input type="checkbox"/>
h.	Select and agree with the customer/client nail enhancements to suit their nail shape and condition	<input type="checkbox"/>
i.	Confirm the desired nail length and shape with the customer/client	<input type="checkbox"/>
j.	Use tools and products to remove excess cuticle, without damaging the surrounding skin	<input type="checkbox"/>
k.	Prepare the natural nail to ensure maximum adhesion of nail enhancements	<input type="checkbox"/>
l.	Give the customer/client advice and recommendations on the service provided	<input type="checkbox"/>
m.	Complete the customer's/client's records including therapist and client signatures	<input type="checkbox"/>

LO2 - Apply natural overlays		✓
a.	Apply nail overlays to suit the customer's/client's nail shape and condition	<input type="checkbox"/>
b.	Apply nail overlays leaving a free margin around the cuticles and side wall areas of the nails	<input type="checkbox"/>
c.	Use filing techniques to create the required balance, shape and length	<input type="checkbox"/>
d.	Create a smooth, even surface and shine using buffing techniques	<input type="checkbox"/>

You will be able to:

LO3 - Apply tip and overlays		✓
a. Select and size the tips and customise to suit the customer's/client's natural nails		<input type="checkbox"/>
b. Adhere the tips to the natural nails		<input type="checkbox"/>
c. Cut, shape and blend the tips ensuring no damage is caused to the natural nails, and the tips are undetectable		<input type="checkbox"/>
d. Apply overlays to the nails to suit the customer's/client's nail shape and condition		<input type="checkbox"/>
e. Apply overlays leaving a free margin around the cuticles and side wall areas of the nails		<input type="checkbox"/>
f. Use filing techniques to create the required balance, shape and length		<input type="checkbox"/>
g. Create a high shine finish using buffing techniques		<input type="checkbox"/>

LO4 - Maintain and remove nail enhancements		✓
a. Use nail maintenance techniques to restore the nail enhancement to their original condition		<input type="checkbox"/>
b. Use removal techniques and ensure the natural nail plate and surrounding skin is free from product and undamaged		<input type="checkbox"/>

Your performances for LO1, LO2, LO3 and LO4 will be recorded on at least two occasions.

Performance	1	2
Assessor signature:		
Date:		

Practical Range

To achieve this unit successfully you will need to practically demonstrate that you have:

Used all consultation techniques ✓	Portfolio reference
• Questioning <input type="checkbox"/>	<input type="text"/>
• Listening <input type="checkbox"/>	<input type="text"/>
• Visual <input type="checkbox"/>	<input type="text"/>
• Manual <input type="checkbox"/>	<input type="text"/>
• Written <input type="checkbox"/>	<input type="text"/>

Dealt with a minimum of 1 necessary action ✓	Portfolio reference
• Encouraging the customer/client to seek medical advice <input type="checkbox"/>	<input type="text"/>
• Explaining why the service cannot be carried out <input type="checkbox"/>	<input type="text"/>
• Modifying the service <input type="checkbox"/>	<input type="text"/>

Carried out all nail enhancements ✓	Portfolio reference
• Full set of natural nail overlays <input type="checkbox"/>	<input type="text"/>
• Full set of natural tips and overlays <input type="checkbox"/>	<input type="text"/>
• Rebalance <input type="checkbox"/>	<input type="text"/>
• Full tips with well <input type="checkbox"/>	<input type="text"/>
• Manually blended application <input type="checkbox"/>	<input type="text"/>
• Pink and white (French finish) <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to practically demonstrate that you have:

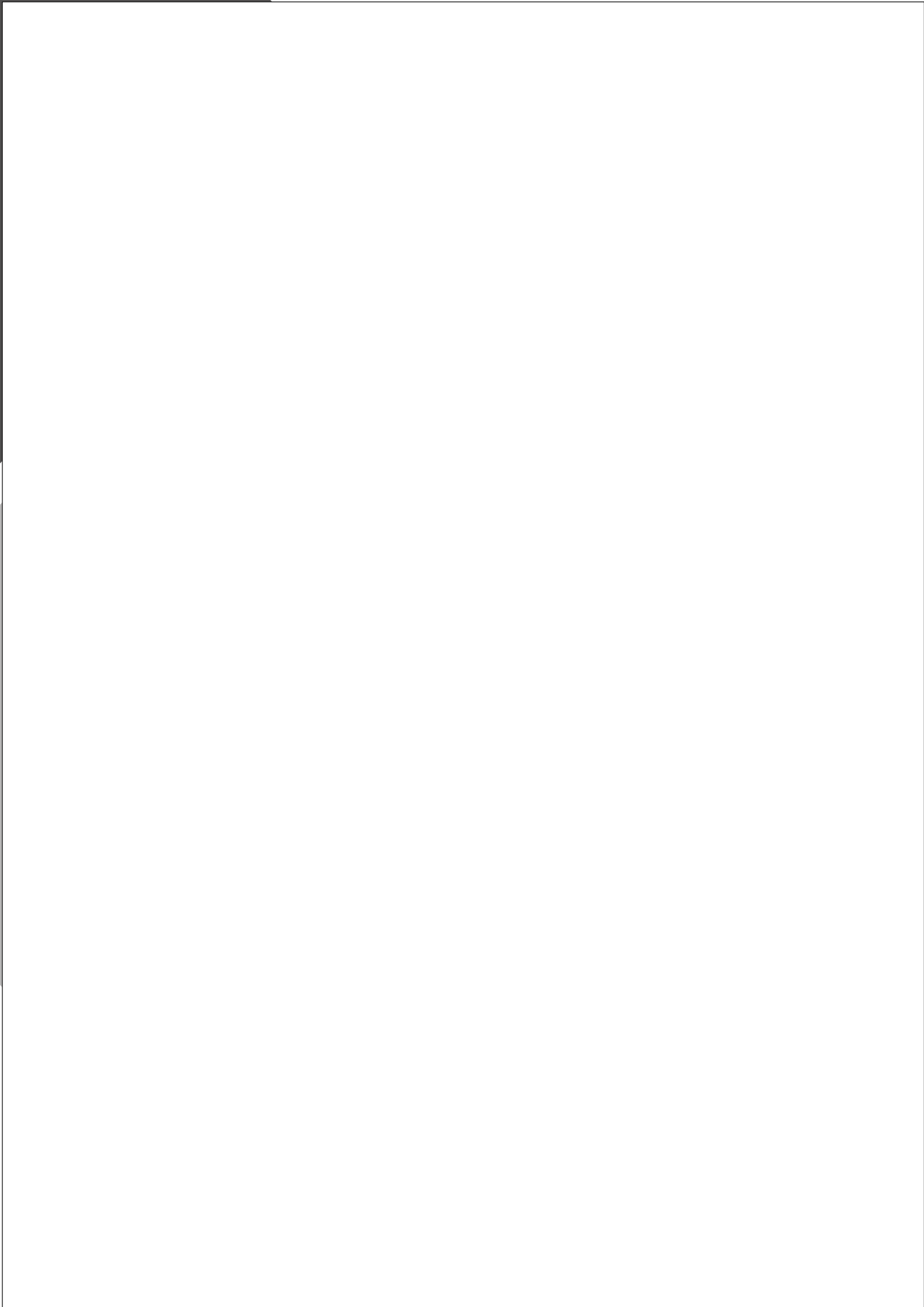
Carried out all nail maintenance techniques	✓
• Infill	<input type="checkbox"/>
• Rebalance	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>

Provide all advice and recommendations	✓
• Suitable aftercare products and their uses	<input type="checkbox"/>
• Avoidance of activities which may cause contra-actions	<input type="checkbox"/>
• Recommended time intervals between services	<input type="checkbox"/>
• Present and future products and services	<input type="checkbox"/>

Portfolio reference
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Feedback

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Knowledge

The criteria which are assessed in this examination will be highlighted in blue. All remaining knowledge and understanding criteria should be recorded in acceptable forms of evidence highlighted in the Evidence Requirements.

You will know and understand how to:

LO5 - Consult, plan and prepare for nail enhancement services	Portfolio reference
a. Outline the importance of communicating with customers/clients in a professional manner	
b. Describe how to complete a consultation taking into account customer's/client's diverse needs	
c. State the legal requirements for providing treatment to minors under 16 years of age	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Outline the reasons for agreeing a service that meets the customer's/client's needs	
f. Explain the legal significance of gaining signed, informed customer/client consent to carry out the service	
g. State how to recognise contra-indications that would prevent or restrict the service	
h. Identify the contra-indications requiring medical referral and why	
i. Explain the necessary actions to take in relation to specific contra-indications when referring customers/clients	
j. Explain the reasons for not naming specific contra-indications when referring customers/clients	
k. State how to identify treatable nail and skin conditions	
l. Describe how to conduct a nail and skin analysis	
m. Describe the different methods used to prepare the natural nail for nail enhancements	
n. Outline the advice and recommendations on products and services	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO6 - Apply, maintain and remove nail enhancements	Portfolio reference
a. Identify the different natural nail shapes that are likely to be encountered during nail enhancement services	
b. Describe how to select and use different types of products, tools and equipment for nail enhancement services	
c. Explain the nail tip selection, application and blending techniques	
d. Explain the techniques used to ensure maximum strength and longevity of nail tips	
e. Identify how to adapt nail enhancement application techniques to suit different nail shapes and conditions	
f. Identify the reasons for leaving a free margin around the cuticle and side wall area	
g. Identify the different types of bonding agents available and their use	
h. Identify methods and techniques used to avoid overexposure to chemicals	
i. State the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements	
j. Identify how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue	
k. Outline the techniques for repairing natural nails including splits, cracks, flaking and breakages	
l. Outline the techniques for repairing nail enhancements including lifting, cracking and premature loss	
m. Identify the contra-actions that could occur, how to deal with them and what advice to give to customers/clients	
n. Outline the techniques used for maintaining and removing different nail enhancements	

Criteria highlighted in blue will be assessed in the external examination

You will know and understand how to:

LO6 - Apply, maintain and remove nail enhancements (continued)	Portfolio reference
o. Identify the structure of the nail	<input type="text"/>
p. Identify the process of nail growth	<input type="text"/>
q. Identify the structure and functions of the skin	<input type="text"/>

Criteria highlighted in blue will be assessed in the external examination

The external examination will assess criteria which has been highlighted in blue. Your assessor will complete the table below when the 70% pass mark on the external examination has been achieved.

Examination achievement	✓
Assessor	<input type="checkbox"/>
Signature: _____	Date: _____

All remaining knowledge and understanding criteria that is not assessed in the examination should be recorded as all unit criteria must be achieved.

Knowledge criteria	✓
Assessor	<input type="checkbox"/>
Signature: _____	Date: _____

Knowledge Range

To achieve this unit successfully you will need to cover all of the ranges.

Diverse needs ✓	Portfolio reference
• Cultural <input type="checkbox"/>	<input type="text"/>
• Religious <input type="checkbox"/>	<input type="text"/>
• Age <input type="checkbox"/>	<input type="text"/>
• Disability <input type="checkbox"/>	<input type="text"/>
• Gender <input type="checkbox"/>	<input type="text"/>

Contra-indications which prevent ✓	Portfolio reference
• Fungal infections <input type="checkbox"/>	<input type="text"/>
• Viral infections <input type="checkbox"/>	<input type="text"/>
• Bacterial infections <input type="checkbox"/>	<input type="text"/>
• Parasitic infections <input type="checkbox"/>	<input type="text"/>
• Severe skin conditions <input type="checkbox"/>	<input type="text"/>

Contra-indications which restrict ✓	Portfolio reference
• Psoriasis <input type="checkbox"/>	<input type="text"/>
• Dermatitis <input type="checkbox"/>	<input type="text"/>
• Severe nail separation <input type="checkbox"/>	<input type="text"/>
• Broken bones <input type="checkbox"/>	<input type="text"/>
• Unknown redness or swelling <input type="checkbox"/>	<input type="text"/>
• Damaged nails <input type="checkbox"/>	<input type="text"/>
• Thinning nails <input type="checkbox"/>	<input type="text"/>

To achieve this unit successfully you will need to cover all of the ranges.

Natural nail shapes ✓	Portfolio reference
• Fan <input type="checkbox"/>	
• Hook <input type="checkbox"/>	
• Spoon <input type="checkbox"/>	
• Oval <input type="checkbox"/>	
• Square <input type="checkbox"/>	

Contra-actions ✓	Portfolio reference
• Allergic reactions <input type="checkbox"/>	
• Overexposure and exothermic reaction <input type="checkbox"/>	
• Bacterial infections <input type="checkbox"/>	
• Nail separation <input type="checkbox"/>	
• Lifting of product <input type="checkbox"/>	
• Premature loss of enhancement <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

Structure of the nail ✓	Portfolio reference
• Nail plate <input type="checkbox"/>	
• Nail bed <input type="checkbox"/>	
• Matrix <input type="checkbox"/>	
• Cuticle <input type="checkbox"/>	
• Lunula <input type="checkbox"/>	
• Hyponychium <input type="checkbox"/>	
• Eponychium <input type="checkbox"/>	
• Perionychium <input type="checkbox"/>	
• Free edge <input type="checkbox"/>	
• Lateral nail fold <input type="checkbox"/>	

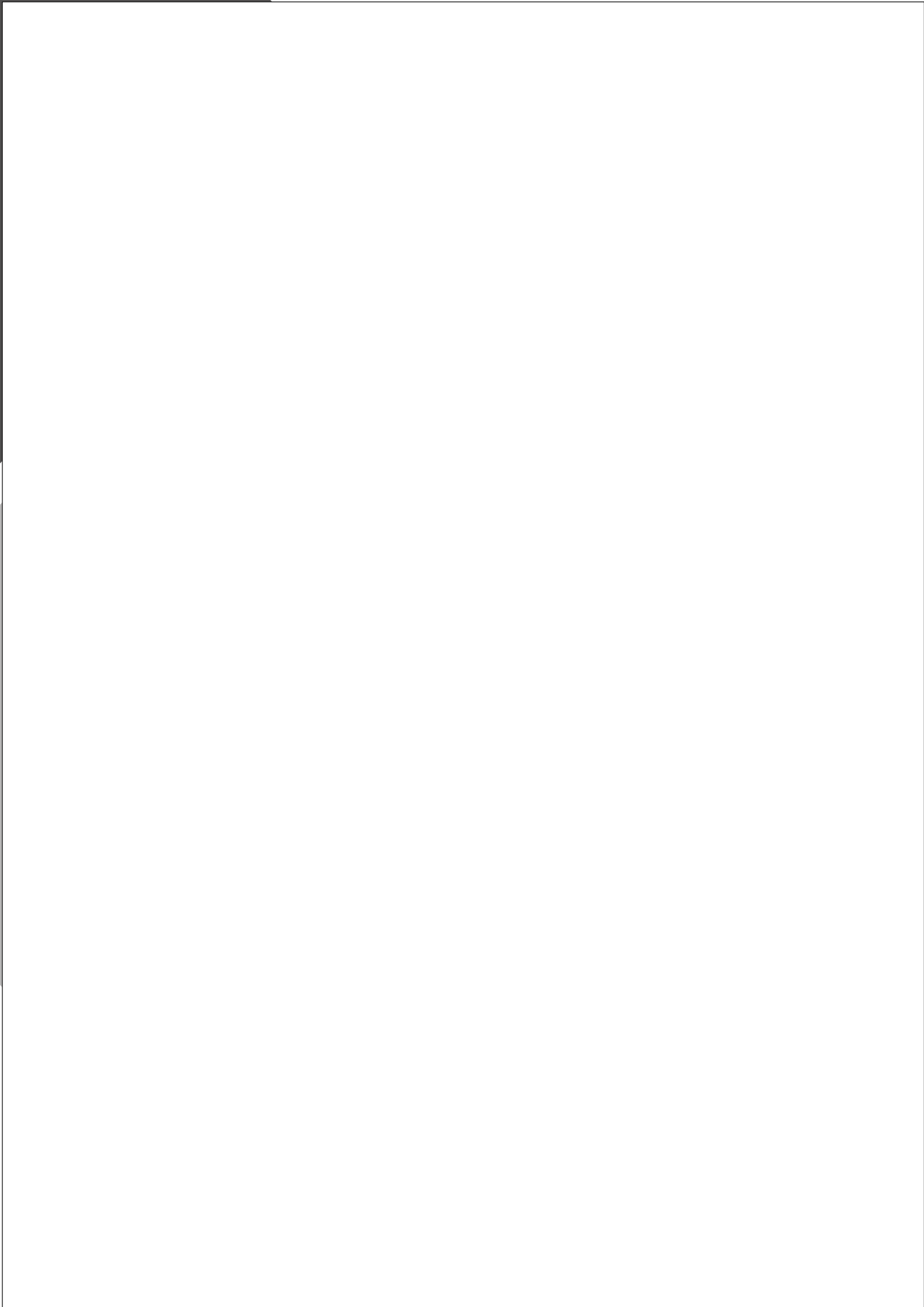
Nail growth ✓	Portfolio reference
• Nail formation <input type="checkbox"/>	
• Growth rate <input type="checkbox"/>	
• Factors affecting growth <input type="checkbox"/>	
• The effects of damage on growth <input type="checkbox"/>	
• Nail thickness <input type="checkbox"/>	

To achieve this unit successfully you will need to cover all of the ranges.

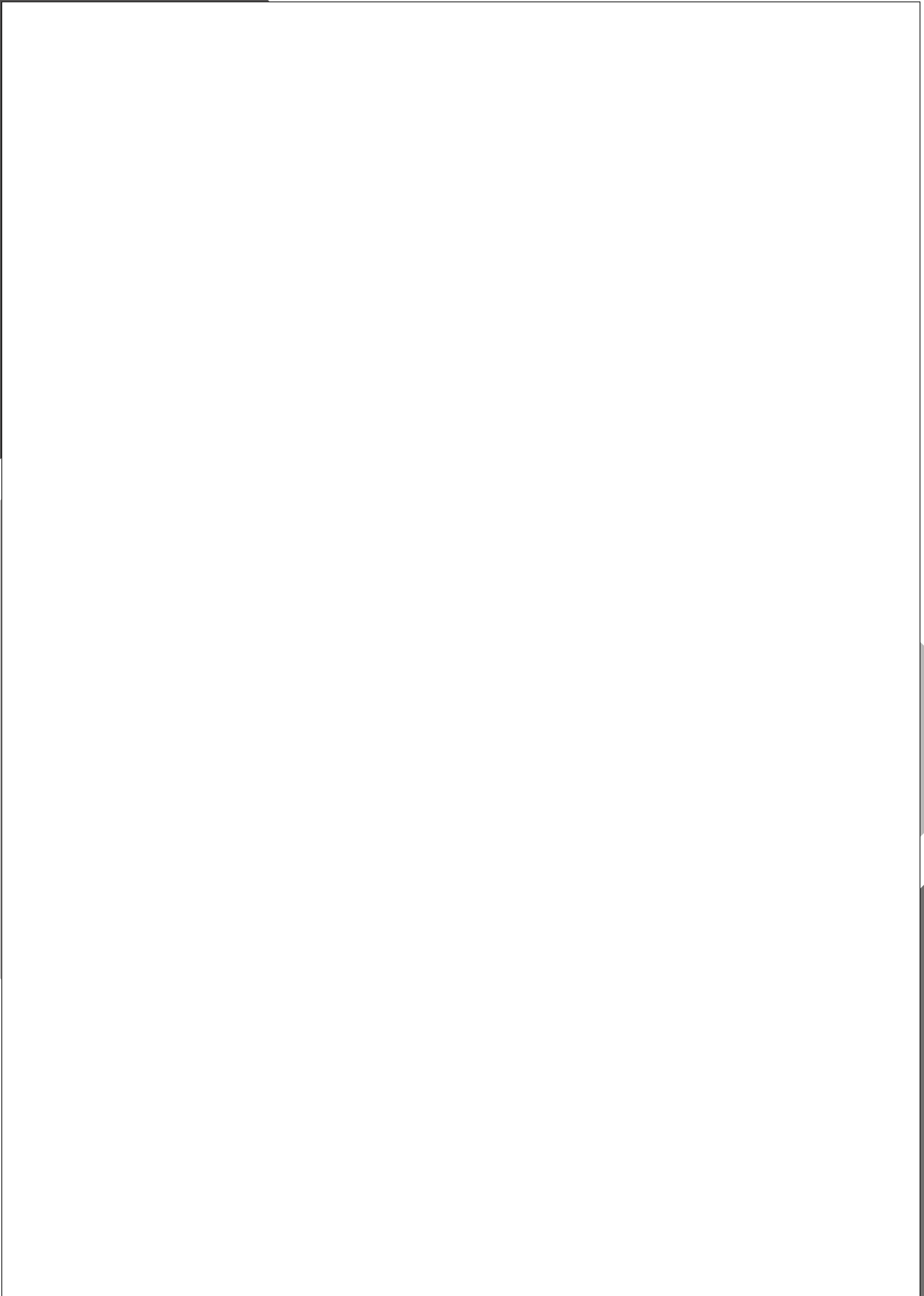
Structure of the skin ✓	Portfolio reference
• Dermis <input type="checkbox"/>	
• Epidermis <input type="checkbox"/>	
• Subcutaneous layer <input type="checkbox"/>	
• Appendages <input type="checkbox"/>	

Advice and recommendations ✓	Portfolio reference
• Additional services <input type="checkbox"/>	
• Additional products <input type="checkbox"/>	
• Aftercare and maintenance requirements for nail enhancements <input type="checkbox"/>	
• Recommended intervals between nail enhancement services <input type="checkbox"/>	

Feedback

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Feedback

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BT2D18

Transferable skills



ITEC



VTCT

Professionalism and values

Skills embedded within the units:

- Carrying out and maintaining nail service industry requirements for professionalism and demonstrating a passion for the industry
- Showing creativity
- Meeting organisational and industry standards of appearance
- Working under pressure, observing time management and self-management
- Demonstrating an appreciation of equality and diversity
- Completing services in a commercially viable time and to a high standard
- Providing advice and recommendations on the nail services, aftercare and appointments
- Describing the range of products and services in the nail services industry
- Facilitating a positive customer journey and experience whilst maintaining confidentiality and consumer rights
- Demonstrating excellent verbal and non-verbal communication skills
- Dealing with problems within the scope and responsibilities of the occupation swiftly, seeking assistance from a senior member of staff when required

Knowledge embedded within the units:

- Nail services industry, legal and organisational requirements
- Guidelines, procedures, codes of practice and ethics, quality assurance systems
- Time and self-management principles
- Commercially viable times for the completion of services
- Standards of appearance
- Continuing professional development
- Equality and diversity
- The importance of aftercare advice and recommendations
- Sale of Goods and Services Act, Consumer Rights Act, the Data Protection Act and GDPR
- The types of products and services in the nail services and related industries
- The role of the reception area
- Verbal and non-verbal communication skills
- How to deal with problems within the scope and responsibilities of the occupation, when and how to seek assistance from a senior member of staff

Safe working practices

Skills embedded within the units:

- Meeting industry, legal and organisational requirements: maintaining effective, hygienic and safe working methods
- Meeting health and safety considerations
- Adhering to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Maintaining the customer's modesty, privacy and comfort
- Minimising risks of cross-infection, injury or fatigue
- Promoting environmental and sustainable working practices
- Ensuring personal hygiene and protection meets industry, organisational and local authority requirements
- Correctly using Personal Protective Equipment

Knowledge embedded within the units:

- Nail service industry, legal and organisational requirements: tools, equipment, materials and products
- Workplace housekeeping: cleaning, disinfection, sterilisation and waste disposal
- Supplier or manufacturer's instructions
- Direct and indirect cross-infection
- Methods that promote environmental and sustainable working practices
- How to reduce the risk of injury to self and others: posture, personal hygiene, personal and customer protection
- Health and safety legislation and practice

Core behaviours

The following behaviours underpin the delivery of services in the nail services sector.

These behaviours ensure that customers/clients receive a positive impression of both the organisation and the individual:

1. Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
2. Flexible and positive attitude: adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change
3. Maintain client care principles and practices: shows customers/clients respect at all times and in all circumstances, demonstrate client empathy, sensitivity and awareness

Transferable skills matrix

The transferable skills are embedded across all units within the Nail Services Technician qualification. This is demonstrated in the matrix below:

Unit	Transferable skills	Learning outcome
UBT267 Provide manicure services	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT268 Provide pedicure services	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT269 Advise, demonstrate and sell nail products and services to customers/clients	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT270 Provide gel polish services for nails	Professionalism and values	LO1, LO2, LO3, LO4, LO5, LO6
	Safe working practices	LO1, LO2, LO3, LO4, LO5, LO6
	Core behaviours	LO1, LO2, LO3, LO4, LO5, LO6
UBT271 Provide basic nail art services	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT272 Provide nail enhancement services	Professionalism and values	LO1, LO2, LO3, LO4, LO5, LO6
	Safe working practices	LO1, LO2, LO3, LO4, LO5, LO6
	Core behaviours	LO1, LO2, LO3, LO4, LO5, LO6