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# Apprenticeship On-Programme Qualification Specification

BT2D18 – VTCT Level 2 Diploma for Beauty  
Professionals (Nail Services Technician)

603/3695/X

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# About VTCT

VTCT is a market-leading Awarding & Assessment Organisation offering vocational and technical qualifications in a range of 'services to people' sectors.

Combined, VTCT & ITEC have over 2,000 approved centres in over 40 countries across the world. Offering smarter support for brighter futures, with award-winning resources including: ManageAssess, Pivot Point, Smart End Point Assessment (SEPA) and Cengage.

The qualifications suite offered by VTCT & ITEC spans a range of sectors including hairdressing and barbering, beauty therapy, complementary therapy, sport, active health and fitness, business, retail, and learning and development.

For more information visit us at [www.itecworld.co.uk](http://www.itecworld.co.uk) and [www.vtct.org.uk](http://www.vtct.org.uk), or contact our dedicated Customer Support Team via email: [customersupport@vtct.org.uk](mailto:customersupport@vtct.org.uk) or call +44 (0)23 8068 4500

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# 1. Qualification at a glance

<b>Qualification title</b>	VTCT Level 2 Diploma for Beauty Professionals (Nail Services Technician)
<b>Qualification number</b>	603/3695/X
<b>Product code</b>	BT2D18
<b>First registration date</b>	1st December 2018
<b>Age range</b>	16-18, 19+
<b>Total Qualification Time (TQT)</b>	480
<b>Guided Learning (GL) hours</b>	216
<b>Assessment</b>	To be awarded this qualification, the apprentice must successfully achieve the following assessments: <ul style="list-style-type: none"><li>• External theory examinations</li><li>• Practical observations</li><li>• Portfolio of evidence</li></ul>
<b>Grading</b>	Pass/Fail
<b>Entry requirements</b>	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
<b>Support materials</b>	Apprenticeship On-Programme Qualification (On-programme assessment book)

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## 2. About this qualification

### 2.1 Purpose

On completion of this qualification the apprentice 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. The apprentice 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

The apprentice 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.

The apprentice will be able to complete promotional activities whilst maintaining the standards of professional appearance, the brand image, etiquette and required hygiene. The apprentice 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.

### 2.2 Content

Apprentices must achieve all mandatory units which include:

- Provide manicure services
- Provide pedicure services
- Advise, demonstrate and sell nail products and services to customers/clients
- Provide gel polish services for nails
- Provide basic nail art services
- Provide nail enhancement services

Apprentices will also develop the following transferrable skills which are embedded across the units:

- Professionalism and values
- Safe working practices
- Core behaviours

Please refer to the on-programme assessment book for individual unit criteria and transferable skills.

### 2.3 Progression

On completion of this qualification the apprentice 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. The apprentice can progress towards taking the Nails Services Technician Professional Apprenticeship Standard End-point Assessment.

## 2.4 Support

This qualification has been developed through the beauty sector “Trailblazers” apprenticeship standards. VTCT in collaboration with other awarding organisations, employers and the Institute for Apprenticeships and Technical Education (IFATE) have developed a beauty apprenticeship standard which ensures that apprentices who complete the qualification meet the business needs in terms of Knowledge, Skills and Behaviours (KSBs). Full details on awarding organisations and employers who have contribute to this qualification can be found on the Institute of Apprenticeships website; <https://www.instituteforapprenticeships.org/apprenticeship-standards/beauty-professional/>.

### 3. Qualification structure

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

The minimum TQT required to achieve this qualification is 480.

Product code	Unit title	Level	GL	Unit reference number
<b>Mandatory units</b>				
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
<b>Transferrable skills – embedded within all the units above</b>				
Professionalism and values				
Safe working practices				
Core behaviours				

### 3.1 Transferrable skills

<b>Professionalism and values</b>
<b>Skills embedded within the units:</b>
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, observe time 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
<b>Knowledge embedded within the units:</b>
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 and the Data Protection Act, 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

Suppliers' or manufacturers' 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

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

**Personal and professional ethics:** demonstrates a commitment to quality, maintains honesty, integrity and confidentiality

**Flexible and positive attitude:** adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change

**Maintain customer/client care principles and practices:** show customers/clients respect at all times and in all circumstances, demonstrates customer empathy, sensitivity and awareness

### 3.2 Transferrable skills matrix

Unit	Transferrable skills	Learning outcome
UBT267	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT268	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT269	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT270	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	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT272	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

## 4. Guidance on assessment

### 4.1 Centre assessor requirements

This qualification is assessed and quality assured by centre staff. They will set work to improve practical skills, knowledge and understanding. For practical elements, apprentices 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 the apprentices' property and must be in their possession when they are being assessed or quality assured. It must be kept safe. In some cases the centre will be required to keep it in a secure place. The apprentice and assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

<p><b>Assessor qualifications</b></p>	<p>The centre assessor must hold, or be working towards a valid assessor qualification or equivalent such as:</p> <ul style="list-style-type: none"> <li>• D32 Assess candidate performance*</li> <li>• D33 Assess candidate using differing sources of evidence*</li> <li>• A1 Assess candidate performance using a range of methods*</li> <li>• A2 Assess candidate performance through observation*</li> <li>• Level 3 Award in Assessing Competence in the Work Environment</li> <li>• Level 3 Award in Assessing Vocationally Related Achievement</li> <li>• Level 3 Certificate in Assessing Vocational Achievement</li> <li>• Learning and Development Unit 9D – Assess workplace competence using direct methods</li> <li>• Learning and Development Unit 9DI – Assess workplace competence using direct and indirect methods</li> </ul> <p>* Holders of A1, A2, D32 or D33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
<p><b>Occupationally competent</b></p>	<p>The centre assessor must hold a relevant regulated Level 3 qualification and/or have substantial experience of working in a Nail Services Technician's role which has been gained through 'hands-on' experience in the industry.</p> <p>The assessor must have sufficient operational experience within the nail service industry that can be evidenced, is current and relevant to the qualifications. Experience could be gained through time in a role in the beauty industry which could include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Nail Services Technician</li> <li>• Trainer</li> <li>• Lecturer</li> <li>• Verifier</li> </ul> <p>The sufficiency and equivalency of the assessor competence is at the discretion of the EQA. Should the sufficiency and equivalency of the assessor competence not be met, VTCT recommends that if not already held; staff involved in the delivery of a qualification, must achieve that qualification themselves within 18 months.</p>

<b>Familiar with the qualification</b>	The centre assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.
<b>Credible</b>	<p>The centre assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the centre they work for.</p>

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.

## 4.2 Internal quality assurance

Centres must have an internal quality assurer (IQA) to ensure assessment decisions are consistently applied between assessors, and that apprentice 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 apprentices' 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).

<b>Internal Quality Assurer (IQA) qualification</b>	<p>The centre IQA must hold, or be working towards a valid IQA qualification or equivalent such as:</p> <ul style="list-style-type: none"> <li>• D34 Internally verify the assessment process*</li> <li>• V1 Conduct internal quality assurance of the assessment process*</li> <li>• Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice</li> <li>• Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice</li> <li>• Learning and Development Unit 11 – Internal Quality Assurance</li> </ul> <p>* Holders of D34 or V1 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
<b>Occupationally competent</b>	<p>The centre IQA must hold a relevant regulated Level 3 qualification and/or have substantial experience of working in a Nail Services Technician's role which has been gained through 'hands-on' experience in the industry.</p> <p>The IQA must have sufficient operational experience within the nails service industry that can be evidenced, is current and relevant to the qualifications. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions. The sufficiency and equivalency of the IQA competence is at the discretion of the EQA. Should the sufficiency and equivalency of the assessor competence not</p>

	be met, VTCT recommends that if not already held; staff involved in the delivery of a qualification, must achieve that qualification themselves within 18 months.
<b>Familiar with the qualification</b>	The centre IQA must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.
<b>Credible</b>	<p>The centre IQA should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for.</p>

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.

### 4.3 External quality assurance

An external quality assurer (EQA), 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.

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## 5. Assessment

### 5.1 Summary of assessment methods

This qualification comprises internal and external assessments. Apprentices must achieve the assessments detailed in the table below.

Unit product code	External theory examination	Practical observations	Supporting Evidence
UBT267	✓	✓	✓
UBT268	✓	✓	✓
UBT269	✓	✓	✓
UBT270		✓	✓
UBT271		✓	✓
UBT272	✓	✓	✓

### 5.2 External assessment

#### 5.2.1 Theory examinations

Theory examinations will be set and marked by VTCT. The theory exams will consist of multiple choice questions. Questions will vary year on year and will cover all learning outcomes within those units that are externally examined. Each theory exam has a pass mark of 70%.

Examinations must be undertaken by apprentices under controlled examination conditions in accordance with VTCT's policies and procedures for external assessment.

#### 5.2.2 Retaking external examinations

Apprentices who fail to achieve the required Pass mark are permitted to re-sit after having sufficient teaching and additional study time. There is no limit to the number of retakes an apprentice can carry out. External examinations will be subject to rotation by VTCT. Re-sits are subject to charges as stated in the VTCT Service Fees.

#### 5.2.3 Reasonable adjustments and special considerations

A reasonable adjustment is an adjustment made to an assessment for a qualification that is approved or set in place before an assessment activity takes place; it constitutes an arrangement to give the apprentice access to the qualification.

Information on the reasonable adjustments and special considerations allowed for the external examinations within this qualification can be found in the document library on the Linx2Exchange section of the VTCT website.

## 5.3 Internal assessment

### 5.3.1 Practical observations

Apprentices must carry out practical observations which must be observed and marked by centre assessors. Assessors will observe the performance of practical tasks and must judge apprentices performance against specified assessment criteria stated in the Apprenticeship On-programme Qualification assessment book. The assessor will sign off an outcome when all the criteria have been completely achieved.

The practical assessment must take place in a real or realistic working environment on a real or realistic customer/client.

Practical assessments should be administered towards the end of the period of learning when apprentices are suitably prepared for assessment. Centres may determine the precise timing of practical assessments to suit local needs. Where evidence is not naturally occurring during practical observations, supplementary evidence may be used where specified within the Apprenticeship On-programme Qualification assessment book.

### 5.3.2 Realistic working environment (RWE)

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- Providers must develop realistic management procedures that incorporate a 'commercial image' and sales and marketing policy to attract the type and number of customers/clients needed to ensure the requirements of the qualification can be met and achieved
- All on-programme assessments must be carried out under realistic commercial pressures and on customers/clients, not other apprentices within the same cohort. Customers/Clients used should vary in age and ethnicity
- All services/treatments performed must be completed in a commercially acceptable timescale
- Apprentices must be able to achieve a realistic volume of work
- The space per working area conforms to current health and safety legislation and commercial practice
- The range of demonstrations, professional products, tools, materials and equipment must be current and available for use
- A retail facility must be provided, stocked with products that relate to the customers'/clients' need and complements the services/treatments offered
- All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

### 5.3.3 Simulation

Simulation is not acceptable for any units within this qualification.

### 5.3.4 Witness statements

A witness statement can be made by someone present while the apprentice was performing an activity on-the-job and may be used to support the assessment process.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an assessor.

Where witnesses are used:

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony
- Any relationship they have with an apprentice must be declared to the assessor to determine the value of the testimony provided
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the on-programme assessor

Those who could fulfil the role of a witness for this qualification could include (this list is not exhaustive):

- Nail Technician
- Salon Manager
- Receptionist
- Trainer
- Marketing director
- Customer/Client

### 5.3.5 Portfolio of evidence

As part of this qualification apprentices are required to produce a portfolio of evidence which contains assessed evidence covering all the assessment criteria and range (where appropriate) in each unit, these can be found within the Apprenticeship On-programme Qualification assessment book. A portfolio of evidence will confirm the knowledge, understanding and skills the apprentice must achieve.

The portfolio of evidence will be marked pass or fail by the centre lecturer/assessor and sampled by the EQA.

This portfolio of evidence may take the following forms (this list is not exhaustive):

- 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

All evidence should be documented and cross-referenced to unit outcomes. Oral questions and professional discussions should be recorded where outcomes are not naturally occurring.



### 5.3.6 Authentication of learners work

The units in this qualification require evidence to be produced for assessment under direct supervision and controlled conditions, some units require apprentices to produce evidence without supervision.

Where this is the case, centres must be confident that apprentices' work is authentic. In such cases, apprentices must complete a Declaration of Authenticity to confirm that the work produced is their own. This must be countersigned by an assessor. A Declaration of Authenticity form is available to download from the VTCT website.

Centres must ensure that all apprentice evidence is available to the EQA.

The authentication of apprentice evidence is the responsibility of the centre.

## Document History

Version	Issue Date	Changes	Role
v1.0	08/11/2019	First Published	Head of Qualifications and Processing
v2.0	01/09/2020	Added COVID-19 Infection Prevention pre-requisite	Product and Regulation Manager