

VTCT Level 2 Certificate in Nail Technology

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

Statement of unit achievement

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

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

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

The qualification

Introduction

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

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

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

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

National Occupational Standards (NOS)

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

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.

Prerequisite

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.



Progression

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

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

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

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

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

Qualification structure

Total credits required - 20 (minimum)

All mandatory units must be completed.

Mandatory units - 17 credits

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

Optional units - 3 (minimum) credits

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

Guidance on assessment

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

Internal assessment

(any requirements will be shown in the unit)

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

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

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

Assessment explained

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

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

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

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



Creating a portfolio of evidence

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

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

Evidence in the portfolio may take the following forms:

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

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

Unit assessment methods

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

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

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

Unit glossary

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

UV20483

Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

2

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

1



Follow health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to maintain health, safety and security practices

You can:

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

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to follow emergency procedures

You can:

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

** May be assessed through oral questioning.*

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to maintain health, safety and security practices

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

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to follow emergency procedures

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

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to maintain health, safety and security practices

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

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

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

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

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

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

Hygiene – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

Salon policy for security:

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

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

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

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

Use of tools and equipment: Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

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



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Outcome 1: Be able to maintain health, safety and security practices (continued)

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

How to follow safe and hygienic working practices:

Maintaining a safe salon – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – avoid latex, powdered gloves, apron, protective glasses.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – clean for every client, place dirty towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Behave professionally in a salon

environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

How to maintain personal presentation and hygiene: Clothes/uniform (washed/ ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Risk: The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce



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Outcome 1: Be able to maintain health, safety and security practices (continued)

a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

Position yourself and the client appropriately:

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

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

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

Legislation and regulations – government lead, implemented, monitored.

Code of practice and policies – salon lead, implemented, monitored.

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

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



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Outcome 2: Be able to follow emergency procedures

Emergency procedures:

Accidents – call ambulance, internal emergency number, nominated first aider, records.

First aid – call nominated first aider, emergency internal number, ensure accurate records.

First aid equipment – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

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

Incidents – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

Position of fire fighting equipment – induction process.

How to use fire fighting equipment – designated personnel, initial/ongoing training.

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

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

Personnel responsible for safety – nominated health and safety officer (internal/external).

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

Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

Notes

Use this area for notes and diagrams



UV20453

Client care and communication in beauty-related industries

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

Level

2

Credit value

2

GLH

20

Observation(s)

3

External paper(s)

0



Client care and communication in beauty-related industries

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

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

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



Observations

Outcome 1

Be able to communicate with clients

You can:

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

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to provide client care

You can:

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

*May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Provided client care to all clients	Portfolio reference
New	
Regular	
Identified client objectives using all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Used all types of communication	Portfolio reference
Verbal	
Non-verbal	
Dealt with all types of client care	Portfolio reference
Dealing with complaints	
Advice and recommendations	
Client comfort	

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Knowledge



Outcome 1

Be able to communicate with clients

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

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide client care

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

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to communicate with clients

Communication techniques:

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

Non-verbal – eye contact, body language, listening, visual checks, manual, questioning techniques, professional, client care.

Consultation techniques: Client expectations, client suitability, client needs, consultation form, record card, verbal/non-verbal communication methods, client desired outcome, client satisfaction.

Client recommendations: Treatment advice, aftercare and home care advice, future treatment needs, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales), insurance reasons, completion of consultation process, returning clients, new business.

Professional ethical conduct: Positive attitude, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.



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Outcome 2: Be able to provide client care

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortable, respect privacy and modesty.

Communication:

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

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

Client confidentiality: Data protection, storage and use of sensitive information, type of information client access to records, record cards, method of destroying sensitive data, authorised persons, time limit of storage of data.

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

Client care feedback: Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback, professional manner, polite, courteous, personal development, improves client satisfaction, effects on business atmosphere, career development, effect on employees, team work.

Client complaints: Professional manner, polite, courteous, good client care, referral person senior therapist, senior receptionist or manager, resolve situation and assist, good communication techniques, good eye

contact, deal with situation calmly, methods of recording complaints.

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

UV20470

Provide manicure treatments

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

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

Level

2

Credit value

5

GLH

48

Observation(s)

3

External paper(s)

2



Provide manicure treatments

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Achieving range

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

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

Maximum service times

The following maximum service times apply to this unit:

Manicure	45 minutes
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Observations

Outcome 1

Be able to prepare for manicure treatments

You can:

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

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to provide manicure treatments

You can:

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

*May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Used a minimum of 4 types of hand and nail treatments	Portfolio reference
Paraffin wax	
Hand masks	
Thermal mitts	
Exfoliating products	
Warm oils	
Applied all types of finish	Portfolio reference
Dark colour	
French	
Buffed	
Given all types of treatment advice	Portfolio reference
Suitable aftercare tools and products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	
Home care routines	

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for manicure treatments

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

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide manicure treatments

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

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2 (continued)

Be able to provide manicure treatments

You can:	Portfolio reference / Assessor initials*
t. Describe the structure and function of the muscles of the lower arm and hand	
U. Describe the structure and function of the bones of the lower arm and hand	
V. Describe the structure and function of the arteries and veins of the arm and hand	
W. Describe the structure and function of the lymphatic vessels of the arm and hand	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to prepare for manicure treatments

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

Electricity at work – checking/visual check of equipment, no trailing wires portable appliance testing.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels – clean for every client, place dirty towels in covered bin.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local bye-laws, code of conduct, risk assessment.

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

Health and safety legislation: Data protection, electricity at work, employer's

liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local bye-laws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

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

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

Hazards: Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

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

Security (people): Staff, clients, visitors,



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Outcome 1: Be able to prepare for manicure treatments (continued)

children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids (uncapped bottles and pots).

Sterilisation – (metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, lifting and carrying, working methods to avoid

Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

Communication:

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

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

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the



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Outcome 1: Be able to prepare for manicure treatments (continued)

treatment, update at each visit, maintained electronically, paper records.

Professional appearance: Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements and technician/therapist recommendations (for longevity of nails), client satisfaction, client expectations and aftercare (longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail enamel, visual, question, listen, client card reference.

Recommendations to client: Explain treatment (the process, outcomes), advise client of suitable treatment, further treatments to enhance nail and skin appearance, agree colour selection for nails, agree shape of nail before shaping.

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general hand/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe

manicure, artificial nail treatments if appropriate), contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, application and benefits, hand/nail care advice should reflect the condition of the hands and nails presented and the lifestyle of the client, drying hands thoroughly after washing, application of hand cream, correct technique for filing nails, the benefits of using a base coat with coloured nail enamel, having regular manicures.

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

Examples of contra-indications that may prevent treatment: Skin and nail disorders (fungal, bacterial, viral and parasitic infections), severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions.

Examples of possible contra-actions that may occur during or after treatment:

Erythema – due to allergy or infection.



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Outcome 1: Be able to prepare for manicure treatments (continued)

Allergic reaction to nail enamel or other products used in the manicure – redness, itching, inflammation, swelling, excessive perspiration.

Action – remove product, apply cold compress, seek medical advice if condition persists.

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



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Outcome 2: Be able to provide manicure treatments

Products: Buffing paste, cuticle cream, cuticle remover, hand exfoliator, hand cream, hand/nail soak, enamel, top coat, base coat, ridge fillers, nail hardeners, enamel thinner, hygiene spray, paraffin wax, enamel remover, quick dry products, hand mask, warm oil.

Tools: Orangewood sticks, emery boards, nail buffer, cuticle knife, cuticle nippers, rubber hoof stick, spatula, nail scissors, nail clippers, nail brush, paraffin wax application brush.

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

Treatment Techniques:

Preparation – wipe over client's hands with surgical spirit, remove nail enamel, soak nails and wipe away to free edge, use cuticle stick to remove remaining enamel from cuticle area.

Filing – emery board at 45° working across the nail, working from side to centre without filing into the corner of the nail, use of the fine side of emery board on finger nails, bevelling the finger nails to prevent the layers of the nails from separating.

Buffing – buffing paste removed from jar with spatula, applied with cuticle stick, buffed from cuticle to free edge, do not overbuff (if buffed finish, complete at end of treatment).

Application of cuticle cream – removed from jar with spatula, applied with cuticle stick, small amount to each nail, massage in circular movements, soak in warm water

with soaking solution.

Application of cuticle remover – decant into bowl, applied with orangewood stick or brush to cuticle area, avoiding contact with skin or other areas.

Cuticle work – work around cuticle with tipped orangewood stick in circular movements, use hoof stick to push back cuticles gently, use cuticle knife on each nail to lift away any excess dead cuticle, nail plate should be wet when using cuticle knife, cuticle knife held flat to nail plate to avoid scratching nail plate, use cuticle clippers to remove excess cuticle, ensure spring is positioned correctly on cuticle clippers, ensure only dead cuticle removed, wipe away on to tissue, wipe over nails with damp cotton wool to remove excess cuticle remover.

Application of hand cream – warmed in therapist's hands first, applied from hand to elbow, effleurage and petrissage movements applied, flex and extend wrist area and fingers, support client's hand/arm throughout massage, remove excess hand cream with enamel remover before applying enamel.

Application of finish – base coat applied, 3-4 brush strokes down the length of the nail from cuticle to free edge, beginning in the centre, then down either side, close to the nail wall, nail enamel applied using client's choice (dark, light or French), top coat applied if needed, nail dry spray (spray on to nails away from client and therapist, not too close to nail).

Paraffin wax treatment – beneficial to clients with dry skin, mobility/joint problems, poor circulation, included in treatment after hand cream applied but before hand



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Outcome 2: Be able to provide manicure treatments (continued)

and arm massage, paraffin wax should be heated prior to treatment, check wax temperature, prepare foil/cling film pieces to wrap hands in plus hand towels or mitts, hand cream/moisturising product applied to skin, paraffin wax decanted into bowl and applied to the hands with a brush, working quickly before wax hardens, applied to all areas of the hand, up to wrist wrapped in cling film or foil and then in towel or mitt, left for 10 minutes until heat has subsided.

Warm oil – beneficial to clients with split/brittle nails, dry cuticles, moisturising effect on skin, warm oil is heated in a bowl by infra-red lamp or hot water in a larger bowl with inner bowl of oil, client soaks hands in warm oil instead of nail soak, oil is then used for cuticle work instead of cuticle remover and then for hand and arm massage before excess is removed, if nail enamel is required nails will need to be wiped over with enamel remover prior to applying enamel.

Hand mask and exfoliant – beneficial to clients with dry skin, removes dead skin cells, general moisturising effect, improved circulation, relieves joint stiffness, included in treatment prior to hand and arm massage, exfoliant is applied to hands and worked in to skin using circular movements, warm towels used to remove excess exfoliant, hand mask then applied, hands wrapped in cling film, heated mitts or warm towels wrapped around hands, allow 10 minutes to warm through, mask removed with warm towels, hand lotion then applied, hand and arm massage then carried out.

Evaluation and client satisfaction:

Client agreement, client feedback, client objective, results of treatment, recommend

future treatments, record adjustments for next treatment, maintain accurate records.

Massage mediums: Massage oil, massage cream, hand cream.

Massage movements: Effleurage, tapotement, petrissage and friction.

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

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

Skin:

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

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

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

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

Examples of nail and skin diseases and disorders: Overgrown cuticles, dry skin conditions, dermatitis, eczema, psoriasis,



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Outcome 2: Be able to provide manicure treatments (continued)

muscular aches and pains, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leuconychia, onychauxis (hypertrophy), onychatrophica (atrophy), onychorrhexis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), onycholysis, pterygium.

Muscles of the lower arm and hand:

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

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

Arteries and veins of the arm and hand:

Radial artery, ulnar artery, cephalic vein, radial vein, brachial artery, basilic vein, median vein, ulnar vein.

Lymphatic vessels of the hand and

arm: Supratrochlear, lymphatic capillaries, lymphatic vessel, lymphatic node.

UV20399

Provide and maintain nail enhancement

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

Level

2

Credit value

7

GLH

46

Observation(s)

6

External paper(s)

1



Provide and maintain nail enhancement

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Achieving range

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

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

Maximum service times

The following maximum service times apply to this unit:

Nail enhancements (full set)	120 minutes
Nail enhancements maintenance (1 colour)	90 minutes
Nail enhancements removal	60 minutes
Natural nail overlays	75 minutes



Observations

Outcome 1

Be able to prepare for nail enhancement services

You can:

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

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to provide nail enhancement services

You can:

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

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Physical examination	
Reference to client records	
Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encourage the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Applied all types of nail services	Portfolio reference
Full set of natural nail overlays	
Full set of natural tips and overlays	
Used a minimum of 1 nail system	Portfolio reference
UV gel	
Liquid and powder	
Wrap	
Carried out all types of maintenance	Portfolio reference
Infill	
Re-balance	
Provided all types of advice	Portfolio reference
Suitable aftercare products	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for nail enhancement services

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

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide nail enhancement services

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

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to prepare for nail enhancement services

Management of health and safety at work:

Clean up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise or disinfect tools, equipment, work surfaces, personal protective equipment.

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

Manual handling: Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels: Clean for every client, dirty towels in covered bin.

Liability insurance: Employers, public, professional indemnity.

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

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

Health and safety: Data protection, electricity at work, employer's liability (compulsory insurance), fire precautions,

first aid at work, health and safety at work, local government miscellaneous provisions, occupiers liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work regulations, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare) regulations.

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

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

Hazards: Something with potential to cause harm, requiring immediate legislation, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment: Only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

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

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



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

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

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards who, what, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitor, client health and safety, safe environment, minimising hazards and risks, requirement of legislation.

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

Over exposure to chemicals – symptoms: Headaches, sickness, dizziness, fainting, fatigue, effects on respiratory system, skin irritation.

Hygiene:

General – sterilise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, dirty towels in covered bin, disposable towels, dispense

products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

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

Disinfection – heat or chemical methods, bactericides, fungicides, viricides.

Disposal of waste: Single use items, metal pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Technician posture and deportment:

Correct posture when sitting, correct posture when lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for technician.

Client preparation: Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related



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

to treatment.

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

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, signatures, refer to existing records, information clear and accurate, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

Professional appearance: Clean professional uniform, no jewellery, no piercings, hair neatly tied back, fringe secured, closed in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower/bath), cover cuts and abrasions, deodorant or antiperspirant, oral hygiene, clean teeth, fresh breath, nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner, friendly facial expressions, positive attitude, eye contact, open body language, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, cleanse treatment area to identify condition of skin and nails, remove

nail enamel, question, listen, client card reference.

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

Skin conditions – dry, dehydrated, normal, abnormal, sensitivity, hypersensitivity.

Nail conditions – bitten, damaged, oily, dry, extensions (from another salon or technician).

Cuticle conditions – dry, normal, overgrown, split, hangnail.

Nail shape – round, square, pointed, fan, oval, trapezoid, narrow, ski-jump, hook.

Nail length – short, medium, long.

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

Process of nail growth – formation, rate, factors affecting growth, nail thickness, damage.

Functions of the nail – protection of finger tips and toes.

Diseases and disorders: Viral, fungal, bacterial, infestation.

Contra-indications – prevent treatment.

Examples of fungal infections – onychomycosis, tinea pedis.

Examples of bacterial infections – pseudomonas (green between nail plate and overlay), paronychia, onychia.

Example of a viral infection – verruca



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

vulgaris.

Examples of other contra-indications that may prevent treatment: Allergic reactions, over exposure, red, itchy inflamed, sore, tissue, white patchy nails, severe eczema, psoriasis or dermatitis, open wounds/cuts/abrasions local to treatment area, nail plate separation, onycholysis, bruising, onychocryptosis, client to seek medical advice.

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

Contra-actions:

Allergic reaction – over exposure, poor application, cure time, hygiene, remove product, cold compress, medical referral, avoid UV gels and acrylics.

Premature loss – preparation, extensions too long, lifestyle, mixing different manufacturer's products.

Lifting – preparation, medication, contamination, improper application, infrequent maintenance, nipping, product too thick/thin, natural nail wet, free edge same length as overlay.

Breaking and splitting of extension – air bubbles in product, filling natural nail, heavy handed filing, brittle product, poor tip fit/form fit, nails too long, preparation, balance of nail, infrequent maintenance,

home care, trauma, infection, chemical irritation.

Discolouration of product – contamination, formulation of product, staining, high wattage of UV lamp.

Bacterial infection – preparation, infrequent maintenance, cracking of natural nail/enhancement, picking, biting, incorrect removal, nipping, lifted product, free edge separation, contaminated tools.

Breaking and splitting of natural nail – over blending tips, over buffing natural nail, extension too long/thin/thick, incorrect removal, infrequent maintenance.

Fungal infection – trauma, improper manicure/preparation, contamination, moist conditions.

Discolouration of natural nail – base coat, formaldehyde, improper preparation, lifting/cracking of overlay, over use of primer, bacterial infection, contaminated tool.



Outcome 2: Be able to provide nail enhancement services

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

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

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

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

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

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

Client treatment needs:

Nail length – reduce excess length.

Nail shape – client preference, suits client's natural shape, misshapen.

Condition – dry, dehydrated, normal, sensitivity, split, overgrown cuticles, uneven, smooth, damage to overlay, dull, scratched, unbalanced, brittle.

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

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

Chemical processes:

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

Liquid and powder – monomer and polymer used together polymerise.

Wrap – curing takes place when activator/accelerator applied.

Catalyst – speeds up or slows down reaction.

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

Treatment techniques:

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

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

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



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

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

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

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

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

smooth and even, free from demarcations, shape and length complements the client's hands/feet.

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

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

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

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

Finish filing – 100/180 grit to shape sidewalls and free edge, 90 degree angle for square shape, 45 degree angle for rounded, 180 grit file to refine nail surface, long strokes, flat file to the nail, even pressure, apex filed last, bevel free edge, work at eye level, graduate grit files to



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

remove demarcations prior to high shining (wrap and liquid and powder), surface smooth and even.

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

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

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

Removal – bowl – solvent 2-3 cm deep in ceramic dish, fingers fully submerged,

towel placed over hands, heat applied to accelerate process, soaked for 20 minutes, correct techniques to remove without damaging natural nail (orange stick), soft file, perform cuticle work, file and rehydrate skin and nails.

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

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

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

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

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

Notes

Use this area for notes and diagrams


