

VTCT Level 3 Diploma in Nail Technology

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

Statement of unit achievement

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

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

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV30491				
UV30468				
UV30493				
UV30405				
UV20470				
UV20471				
Optional units	Please insert optional units achieved			

The qualification

Introduction

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

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

Underpinning this qualification you will develop a sound knowledge of health and safety practice in a salon environment, how to promote client care and communication in beauty related industries and how maintain personal health and wellbeing when working with nail technology. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

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

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.

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.



Progression

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

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

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

- Level 2 Award in Foot care
- Level 2 Award in Nail Art
- Level 2 Award in Airbrush Nail Design
- Level 3 Award in Nail Enhancements and Advanced Hand and Nail Art Techniques
- Level 3 Award in Nail Art

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

Qualification structure

Total credits required - 51 (minimum)

All mandatory units must be completed.

Mandatory units - 39 credits

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

Optional units - 12 (minimum) credits

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

Guidance on assessment

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

Internal assessment

(any requirements will be shown in the unit)

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

External assessment

(any requirements will be shown in the unit)

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

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

Assessment explained

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

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

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

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



Creating a portfolio of evidence

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

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

Evidence in the portfolio may take the following forms:

- 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)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV30493	Maintaining personal health and wellbeing	1	✗	✓
UV30405	Apply and maintain nail enhancements	1	✓	✓
UV20470	Provide manicure treatments	2	✓	✓
UV20471	Provide pedicure treatments	2	✓	✓

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

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding 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.

UV30491

Monitor and maintain health and safety practice in the salon

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

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

Level

3

Credit value

4

GLH

29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

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

Achieving observations and range

Achieving observation outcomes

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

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

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

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 carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

** May be assessed through oral questioning.*

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



Outcome 2

Be able to monitor health and safety in the salon

You can:

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

* May be assessed through oral questioning.

Observation	1	2	<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.

Knowledge



Outcome 1

Be able to carry out a risk assessment

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

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor health and safety in the salon

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

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

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 carry out a risk assessment

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

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

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

Potential salon hazards requiring regular risk assessment:

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

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

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

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

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

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

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

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



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

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

Monitor and support others to ensure compliance of health and safety:

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

Providing support for staff: Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform - salon owner, management, head of school.

Review records - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

Actions - 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.

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

Notes

Use this area for making notes and drawing diagrams



UV30468

Client care and communication in beauty-related industries

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

Level

3

Credit value

3

GLH

28

Observation(s)

3

External paper(s)

0



Client care and communication in beauty-related industries

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

1. *Environment*
Evidence for this unit 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 and behave in a professional manner when dealing with clients

You can:

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

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to manage client expectations

You can:

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

** May be assessed through oral questioning.*

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



Range

*You must practically demonstrate that you have:

Dealt with all clients		Portfolio reference
New		
Regular		
Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Dealt with all complaints		Portfolio reference
Dissatisfied client		
Unrealistic client expectations		

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

Developing knowledge

Achieving knowledge outcomes

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

- 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 and behave in a professional manner when dealing with clients

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

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to manage client expectations

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

* Assessor initials to be inserted if orally questioned.

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 and behave in a professional manner when dealing with clients

Verbal communication: (speaking) manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Advantages – quick, instant response, client body language.

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

Non-verbal communication: eye contact, body language, listening.

Advantages – written communication, detailed, recorded, clear, specific, opportunity to consider, paper trail.

Body language – expression of feelings, easily identify anger, happiness, confusion.

Disadvantages – written communication, cannot see reaction, cannot change mind, no opportunity for discussion.

Body language – cannot hide feelings, can be a barrier.

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

Professional appearance: Clean, professional uniform, no jewellery or piercings, hair neatly tied back (fringe secured), closed-in footwear, personal hygiene and cleanliness (shower/bath,

cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained, short, no nail varnish, no nail extensions).

Professional ethical conduct: Polite, cheerful and friendly manner; friendly facial expressions, positive attitude, eye contact, open body language, client relations (not argumentative, confidentiality), respect for colleagues and competitors, avoid gossip, pride in work, honesty, integrity, punctuality, employer and client loyalty.

Consultation communications:

Establish client requirements and therapist recommendations, give appropriate advice if client is contra-indicated, client satisfaction, client expectations, suitability and aftercare, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, signatures of client and therapist (legal document; insurance claims, acknowledgement of recommendations), avoid conflict between a client and therapist, visual, manual, question, listen, client card reference, use a range of related terminology linked to treatment being performed.

Client requirements: Age, cultural background, special needs, satisfied clients, dealing with dissatisfied clients, all clients treated equally, clear, direct, action taken where necessary, written record.



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Outcome 1: Be able to communicate and behave in a professional manner when dealing with clients (continued)

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

Recommendations to client: Explain treatment (the process, expected sensations, skin reaction, outcomes), advise client of most suitable treatment, further treatments, aftercare advice, lifestyle changes, seek agreement from client, 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/repeat clients, new business).

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



Outcome 2: Be able to manage client expectations

Client confidentiality: Data protection, professional, use of sensitive information, type of information, client access to their own records, maintain client's confidence, storage of client's personal details, record cards, method of destroying sensitive data, access available to authorised persons, time limit of storage of data, secured storage facility.

Client care feedback: Client consultation form, comments box, verbal and non-verbal methods, professional, target setting, relate to feedback constructively, professional manner, polite, courteous, personal development, improves client satisfaction, client care, salon profits, career development, team work, employee training, reputation, repeat business, additional treatments.

Client complaints: Professional manner, polite, courteous, good client care, senior therapist, senior receptionist or manager, dealt with appropriately, resolve situation, good communication techniques, good client care, good eye contact, good facial expressions, good body language, deal with situation calmly, methods of recording complaints, prompt response verbally/ written.

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

Sales techniques: Body language, verbal, non-verbal, testers, samples, linked to

treatment, product knowledge, benefits, listen to client's needs, record card, lifestyle factors.

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

Notes

Use this area for making notes and drawing diagrams



UV30493

Maintaining personal health and wellbeing

The aim of this unit is to develop your knowledge and understanding of how to maintaining your own health and wellbeing.

This will include setting a personal action plan, having clear goals, regular monitoring, reviewing activities, evaluating your progress and updating your action plan. This is a continuous cycle for monitoring your eating, lifestyle, exercise and weight management.

This unit applies to hairdressers, barbers, beauty therapists, spa therapists and nail technicians.

Level

3

Credit value

7

GLH

60

Observation(s)

0

External paper(s)

1



Maintaining personal health and wellbeing

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

1. *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.
2. *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.
3. *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.**

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 personal health and wellbeing

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

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

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor weight management

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

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

Requirements highlighted 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 personal health and wellbeing

Sources of information on health and wellbeing: Evidence based text books, evidence based journals, evidence based websites, food standards, unsubstantiated marketing claims of suppliers (e.g. low sugar, low fat, light).

Sources of information available on personal health and wellbeing: Professionals (dietician, nutritionist, general practitioners), professional bodies (dietetic association, nutrition association, food standards agency).

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

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

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

Macronutrients – carbohydrates, fats, proteins.

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

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

The effects of nutrients on the human body:

Carbohydrates – energy, digestion, nervous system function.

Fats – provide essential fatty acids, insulation, protection of vital organs, energy, transport fat soluble vitamins.

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

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

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

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

Main food groups and nutrients:

Simple carbohydrates – sugar, sweets, chocolate, fruit.

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

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

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

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

Minerals – milk, nuts, vegetables, meats.

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



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

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

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

Lifestyle – occupation, physical activity.

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

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

How to interpret retail food labelling: Macronutrient amounts in grams, total energy value (kJ, kcal), micronutrient % (recommended dietary allowance), ingredients.

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

Calories – kcal.

Kilojoules - kJ.

How to maintain an even body weight: If you eat more calories than you burn you will gain weight, if you eat fewer calories than you burn you will lose weight.

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

of readiness for change.

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



Outcome 2: Be able to monitor weight management

Weight management programmes:

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

The principles of figure analysis:

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

How to identify and analyse good posture: Natural mild S-shaped curve of the spine.

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

The effects of poor posture on the body:

Fatigue, back/shoulder injury, repetitive strain injury.

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

The effects of safe exercise on the human body:

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

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

Respiratory – decreased resting breathing rate, increased lung capacity.

Blood pressure – reduction in overall

resting blood pressure.

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

Muscle – increase in muscle mass.

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

The benefits that regular activities have on fitness:

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

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

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

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

Professional communication in a salon environment: Try to avoid technical language, always respond, consider confidentiality and data protection.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand),



Outcome 2: Be able to monitor weight management (continued)

listening (be patient, try to understand).

Written – visual aids, magazines, articles, internet search, records.

Behave professionally in a salon

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

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect (tools, equipment, work surfaces), no smoking, eating, drinking or drugs in salon, professional personal hygiene.

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

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

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

Towels – wash regularly, 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 overexposure to chemicals, use manufacturers' 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.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.

UV30405

Apply and maintain nail enhancements

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

Level

3

Credit value

15

GLH

111

Observation(s)

3

External paper(s)

1



Apply and maintain nail enhancements

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

1. *Environment*
Evidence for this unit 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 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 maintenance (2 colours)	120 minutes
Natural nail overlays	75 minutes
Nail enhancement removal	60 minutes



Observations

Outcome 1

Be able to prepare for nail enhancement services

You can:

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

** May be assessed through oral questioning.*

Observation	1	2	3
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 the client's service needs, nail and skin conditions
- e. Complete the service to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

*May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Physical examination	
Reference to client records	
Carried out a minimum of 1 necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Used a minimum of 1 nail system	Portfolio reference
UV gel	
Liquid and powder	
Wrap	
Treated a minimum of 3 nail shapes and conditions	Portfolio reference
Bitten	
Hook	
Ski jump	
Discoloured (yellowing, bruising, stained)	
Fan	
Misshapen	
Split	

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



***You must practically demonstrate that you have:**

Dealt with a minimum of 3 nail enhancement problems		Portfolio reference
Lifting of product		
Cracking and splitting of product		
Loss of artificial nail structure		
Discoloration of product		
Damage of natural nails		
Used all applicable maintenance techniques		Portfolio reference
Infill		
Rebalance		
Reposition of white tip product		
Replacement of overlay		
Repair of overlay		
Used all colours (UV gel, liquid and powder only)		Portfolio reference
Opaque		
Pink and white (French)		
Colour		
Used all wrap fabrics (wraps only)		Portfolio reference
Silk		
Fibre glass		
Other		
Provided all types of advice		Portfolio reference
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 environment conditions suitable for nail enhancement services	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin and nail conditions	
k. Describe the different nail and skin conditions	
l. Explain the contra-indications that prevent or restrict manicure treatments	

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

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide nail enhancement services

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

*Assessor initials to be inserted if orally questioned.

Requirements highlighted 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, 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 at heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

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

Liability insurance – employers', public, professional indemnity.

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

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

Health and safety legislation: Data

protection, electricity at work, employers' liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupiers' 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, 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.

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



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

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

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

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.

Overexposure to chemicals (prevention): Routes of entry to the body (prevent inhalation/ingestion/absorption), ensure correct ventilation (use ventilation unit, professionally fitted extraction unit, local exhaust, charcoal filters, fan), good housekeeping techniques, good salon hygiene, correct application techniques, follow manufacturers' instructions, wear personal protective equipment, decanting products, eye protection (contact lenses, safety glasses), UV lamp maintenance (clean reflectors, change bulbs and reflectors), coat of oil on nails to reduce dust.

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

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 – 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 department:

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 technician.

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



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

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 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, 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, abnormalities, 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.



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

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 vulgaris.

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

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, modify treatment by avoiding affected area).

Contra-actions:

Allergic reaction – overexposure, poor application, cure time, hygiene, (remove product, apply cold compress, medical referral, avoid UV gels and acrylics).

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

Lifting – preparation, medication, contamination, improper application,

infrequent maintenance, nipping, product too thick/thin, natural nail wet, free edge same length as overlay.

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

Discoloration 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 – overblending tips, overbuffing natural nail, extension too long/thin/thick, incorrect removal, infrequent maintenance.

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

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



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 (for skin): Sanitiser, hand cream, lotion, cuticle oil.

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

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

Client treatment needs:

Nail length – reduce excess length.

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

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

Enhancement maintenance – contra-action, refine shape, maintenance of overlay, rebalance, reposition smile line, reduce bulk product, buffing.

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

Chemical processes:

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

Liquid and powder – monomer and polymer used together polymerise.

Wrap – curing takes place when activator/accelerator applied.

Catalyst – speeds up or slows down reaction.

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

Treatment techniques:

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

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

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



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

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

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

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

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

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

Finish filing: 100/180 grit to shape sidewalls and free edge, 90° angle for square shape, 45° angle for rounded, 180 grit file to refine nail surface, long strokes, flat file to the nail, even pressure, apex filed last, bevel free edge, work at eye level, graduate grit files to remove demarcations prior to high shining (wrap and liquid and



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

powder), surface smooth and even.

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

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

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

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

Removal (foil) – cotton wool soaked in solvent, placed across nails, wrap in foil, soaked for 20 minutes, correct techniques to remove product without damaging the natural nail (orangewood 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.

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), onychatrophia (atrophy), onychorrhhexis (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.

UV20471

Provide pedicure treatments

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

You will need to maintain effective health, safety and hygiene throughout your work.

Level

2

Credit value

5

GLH

48

Observation(s)

3

External paper(s)

2



Provide pedicure treatments

Learning outcomes

On completion of this unit you will:

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

Evidence requirements

1. *Environment*
Evidence for this unit 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:

Pedicure	50 minutes
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Observations

Outcome 1

Be able to prepare for pedicure treatments

You can:

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

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to provide pedicure treatments

You can:

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

*May be assessed through oral questioning.

Observation	1	2	3
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	
Applied all types of foot and nail treatments	Portfolio reference
Paraffin wax	
Foot masks	
Thermal boots	
Exfoliating products	
Applied all types of nail finish	Portfolio reference
Dark colour	
French	
Provided all types of 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	

*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 pedicure treatments

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

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

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide pedicure treatments

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

*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 pedicure treatments

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

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

Requirements highlighted 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 pedicure 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 byelaws, 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 byelaws.

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 pedicure 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 therapist's 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 pedicure 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, 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.

Nail and skin analysis: Visual and manual examination of the condition of the feet, skin and toe nails, wipe over foot 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, ingrowing toe nails, ridged nails), importance of providing accurate treatment, ensure clients benefit 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.

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, leuconychia, onychauxis (hypertrophy), onychatrophia (atrophy), onychorrhhexis (split or brittle nails), onychocryptosis (ingrown nails), psoriasis, eczema, onychomycosis (tinea unguium or ringworm of the nails),



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

onychoptosis, paronychia (felon or whitlow), pterygium.

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



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Outcome 2: Be able to provide pedicure treatments

Products: Buffing paste, cuticle cream, cuticle remover, exfoliant, foot lotion, foot soak, enamel, top coat, base coat, ridge fillers, nail hardeners, enamel thinner, hygiene spray, paraffin wax, enamel remover, quick dry products, footmask.

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

Equipment: Paraffin wax heater, trolley, bin with liner, cotton wool, jar or vessel for tools, couch or chairs (ensure client's chair is static), pedicure soaking bowl, heated booties, bowls (for cotton wool), cling film/foil (paraffin wax), warm towels.

Treatment techniques:

Preparation – wipe over client's feet with surgical spirit, allow to soak for 5 minutes, remove nail enamel, soak nails and wipe away to free edge, use cuticle stick to remove remaining enamel from cuticle area.

Filing – using emery board working straight across the nail in one direction without filing into the corner of the nail, use of the fine side of emery board for minor filing, rough side for reducing length shape straight across. Nail clippers can also be used if toe nails are long or thick.

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, avoid contact with skin on 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 avoid scratching nail plate, use cuticle nippers to remove excess cuticle, ensure spring is positioned correctly on cuticle nippers, ensure only dead cuticle removed, wipe away on to tissue, wipe over nails with damp cotton wool to remove excess cuticle remover.

Application of foot lotion – warmed in therapist's hands first, applied from foot to knee, effleurage and petrissage movements applied, flex and extend ankle, support client's leg throughout massage, remove excess foot lotion with enamel remover before applying enamel.

Application of finish – separate toes with tissue, 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 foot lotion applied but before foot and leg massage, paraffin



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

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

Foot mask and exfoliant – beneficial to clients with dry skin, removes dead skin cells, general moisturising effect, improved circulation, relieves joint stiffness, added to treatment prior to foot and leg massage, exfoliant is applied to feet and worked in to skin using circular movements, warm towels used to remove excess exfoliant, foot mask then applied, feet wrapped in cling film, heated booties or warm towels wrapped around feet, allow 10 minutes to warm through, mask removed with warm towels, foot lotion then applied, foot and leg 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, accurately record details on record card.

Examples of skin and nail diseases and disorders: 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), onychatrophia (atrophy), onychorrhaxis (split or brittle nails), onychogryposis (ingrown nails), psoriasis,

eczema, onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), pterygium.

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

Massage movements: Effleurage, tapotement, petrissage and friction.

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

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.

Muscles of the lower leg and foot: Gastrocnemius, soleus, tibialis anterior,



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

peroneus longus, flexor digitorum longus, extensor digitorum longus, tendon of Achilles.

Bones of the lower leg and foot:

Tibia, fibula, tarsals (talus, calcaneus, navicular, cuneiform, cuboid), metatarsals, phalanges.

Arteries and veins of the lower leg and foot: Iliac arteries, popliteal artery, anterior and posterior tibial arteries.

Structure and function of the lymphatic vessels of the lower leg and foot:

Popliteal lymphatic nodes, lymphatic capillaries, lymphatic vessels.