



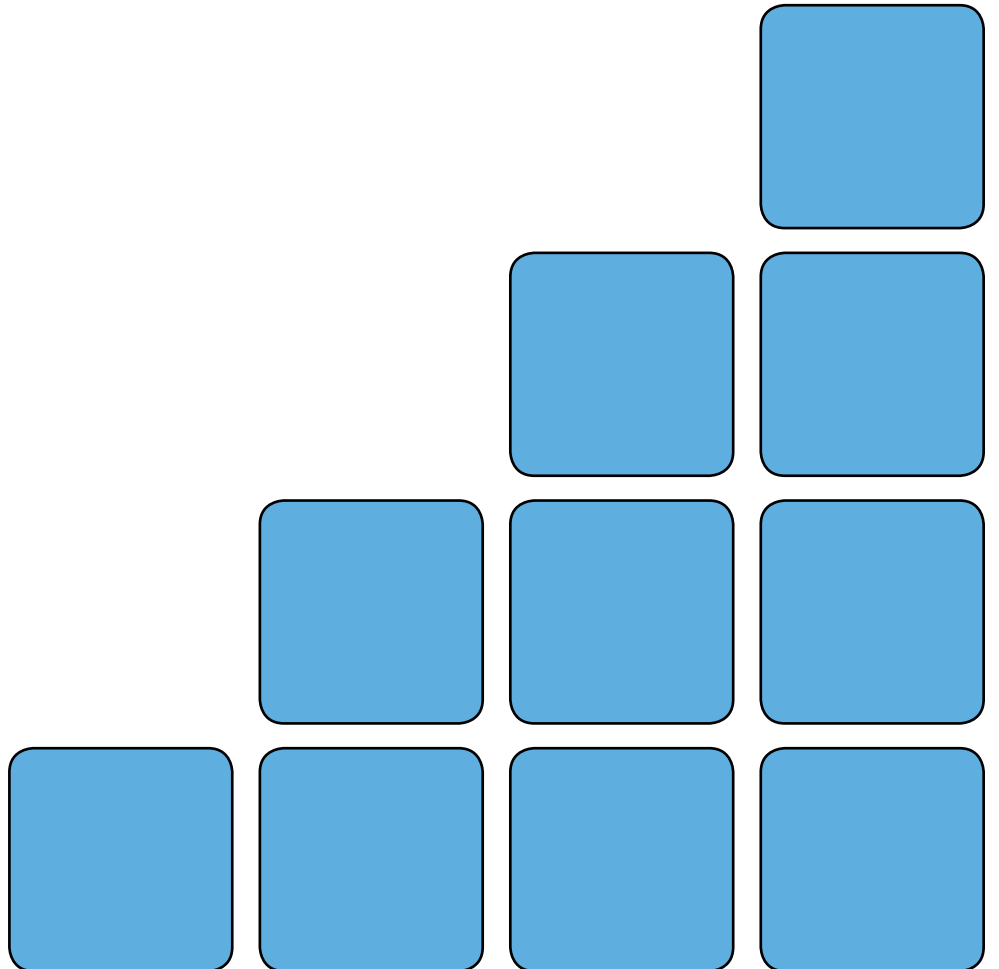
# Provide manicure services

UBT171

Learner name:

Learner number:

SVQ





# UBT171

## Provide manicure services

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

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this unit are:

1. Maintain safe and effective methods of working when providing manicure services
2. Consult, plan and prepare for manicure services
3. Carry out manicure services

NOS

# SKANS2

SCQF Level

**5**

SCQF Credit Points

**6**

Observation(s)

**3**

External paper(s)

**1**



# Provide manicure services

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing manicure services
2. Be able to consult, plan and prepare for manicure services
3. Be able to carry out manicure services
4. Know and understand how to maintain safe and effective methods of working when providing manicure services
5. Know and understand how to consult, plan and prepare for manicure services
6. Know and understand how to carry out manicure services

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least three occasions, on three different clients**.  
  
Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover 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. **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 competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

## 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.

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKANS2 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for providing manicure services. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client and yourself to meet legal and organisational requirements
- c. Position your client to meet the needs of the service
- d. Ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- e. Ensure environmental conditions are suitable for the client and the service
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that minimise the risk of cross-infection
- h. Ensure the use of clean equipment and materials
- i. Promote environmental and sustainable working practices
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials to meet legal requirements
- l. Complete the service within a commercially viable time

\* May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to consult, plan and prepare for manicure services

You must be able to:

- a. Use consultation techniques to determine the client's service plan
- b. Ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- c. Ensure that a parent or guardian is present throughout the service for minors under the age of 16
- d. Recognise any contra-indications and take necessary action
- e. Agree the service and outcomes that meet the client's needs
- f. Obtain signed, informed consent from the client prior to carrying out the service
- g. Cleanse the area to be treated and remove any existing nail finish
- h. Identify the condition of the nails and skin
- i. Recommend treatments and products for the client's skin type and nail condition

\*May be assessed by supplementary evidence.

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





## Learning outcome 3

### Be able to carry out manicure services

You must be able to:

- a. Confirm the desired nail length and shape with the client
- b. Shape the nails to ensure a smooth free edge
- c. Use tools and products to remove excess cuticle, without damaging the surrounding skin
- d. Create a smooth surface shine to the nail plate using buffing techniques
- e. Select and apply hand and nail treatments to suit your client's skin and nail condition
- f. Perform massage sequence to meet the needs of the client and the service plan
- g. Ensure the nail area is clean, dry and free of product
- h. Apply a base coat relevant to the client's needs
- i. Apply nail finish and top coat in the required sequence
- j. Ensure the cuticle and nail wall are free of product
- k. Ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
- l. Give your client advice and recommendations on the service provided
- m. Ensure the client's records are completed and signed by you and the client

\*May be assessed by supplementary evidence.

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



# Observation range

You must practically demonstrate that you have:

Used <b>all</b> consultation techniques		Portfolio reference
Questioning		
Listening		
Visual		
Manual		
Written		
Dealt with a <b>minimum of 1</b> necessary action		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the service cannot be carried out		
Modifying the service		
Used <b>all</b> types of hand and nail treatments		Portfolio reference
Paraffin wax		
Hand masks		
Thermal mitts		
Exfoliators		
Applied <b>all</b> types of nail finish		Portfolio reference
Dark colour		
French		
Buffed		
Provided <b>all</b> types of treatment advice and recommendations		Portfolio reference
Suitable aftercare products and their uses		
Avoidance of activities which may cause contra-actions		
Recommended time intervals between services		
Present and future products and 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\*:

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

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Learning outcome 4

### Know and understand how to maintain safe and effective methods of working when providing manicure services

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The legal and organisational requirements for client preparation	
c. The legal and organisational requirements for your own personal hygiene, protection and appearance	
d. Safe positioning techniques for yourself and your client and why using these are important	
e. The necessary environmental conditions for services, such as heating and ventilation and why these are important	
f. Why it is important to keep your work area clean and tidy	
g. Methods of cleaning, disinfection and sterilisation	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection	
i. The different types of working methods that promote environmental and sustainable working practices	
j. The contra-actions that could occur, how to deal with them and what advice to give to clients	
k. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
l. Suppliers' and manufacturers' instructions, which you must follow, for the safe use of equipment, materials and products	
m. The legal requirements for waste disposal	
n. The reasons for completing a service in a commercially viable time	

Requirements highlighted in white will be assessed in the external paper.



## Learning outcome 5

### Know and understand how to consult, plan and prepare for manicure services

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

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 6

### Know and understand how to carry out manicure services

You must know and understand:	Portfolio reference
a. The different natural nail shapes you are likely to come across during manicure services	
b. The techniques used within manicure and how to carry them out	
c. The different types of manicure products, tools and equipment and how to use them	
d. The effects on the nail and skin of the incorrect use of products and equipment	
e. The features and benefits of hand and nail products, services and treatments	
f. How to adapt the manicure service to suit individual client needs	
g. The different types of massage techniques used in a manicure service	
h. The effects of massage techniques on the nails, skin, muscles and underlying structures	
i. Why it is important to clean and dry the natural nail prior to applying a nail finish	
j. The importance of recommending a nail finish suitable for the client	
k. The methods of applying different nail finishes	
l. The methods used to remove different nail finishes, including gel polish and nail art	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 6 (continued)

### Know and understand how to carry out manicure services

You must know and understand:	Portfolio reference
m. The anatomy of the hand and lower arm	
n. The structure of the nail	
o. The process of nail growth	
p. The function and structure of the skin	
q. The contra-actions that could occur, how to deal with them and what advice to give to clients	
r. The advice and recommendations on products and services	

*Requirements highlighted in white will be assessed in the external paper.*



# Knowledge range

You must know and understand:

Health and safety*	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Environmental and sustainable working practices*	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items	
Using recycled, eco-friendly furniture	
Using low-chemical paint	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	

\*Where specific legislation and regulations are stated, please make these relevant to your nation.





You must know and understand:

Diverse needs	Portfolio reference
Cultural	
Religious	
Age	
Disability	
Gender	
Contra-indications which prevent	Portfolio reference
Fungal infections	
Viral infections	
Parasitic infections	
Severe skin conditions	
Contra-indications which restrict	Portfolio reference
Bacterial infections	
Psoriasis	
Dermatitis	
Severe nail separation	
Broken bones	
Nail conditions	Portfolio reference
Bitten	
Discoloured	
Misshapen	
Split	
Ridged	
Dry	
Dehydrated	
Brittle	
Pitted	



You must know and understand:

Natural nail shapes	Portfolio reference
Fan	
Hook	
Spoon	
Oval	
Square	
Anatomy	Portfolio reference
The bones of the hand and lower arm	
The muscles of the hand and lower arm	
The blood circulation to the hand and lower arm	
Structure of the nail	Portfolio reference
Nail plate	
Nail bed	
Matrix	
Cuticle	
Lunula	
Hyponychium	
Eponychium	
Nail wall	
Free edge	
Lateral nail fold	
Nail growth	Portfolio reference
Nail formation	
Growth rate	
Factors affecting growth	
The effects of damage on growth	
Nail thickness	



You must know and understand:

Structure of the skin	Portfolio reference
Dermis	
Epidermis	
Subcutaneous layer	
Appendages	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	

# Notes

Use this area for notes and diagrams



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