UBT114M
Design and apply nail art

Unit reference number: J/507/5446
Level: 3
Guided Learning (GL) hours: 30

Overview
This unit will enable learners to develop the knowledge and skills required to plan, create and apply professional nail art designs to suit the client and occasion. Learners will also develop an understanding of the possible contra-indications to treatment, the importance of suitable consultation techniques to identify service objectives and appropriate aftercare for nail art. The nail art designs and techniques covered by this unit will include 3D, embedding, alternative tip shapes, and colour blending. To carry out this unit you will need to maintain effective health, safety, and hygiene throughout your work.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for providing nail art services
LO2 Understand the different products used for nail art techniques
LO3 Be able to prepare the client, self and the work area for a nail art service
LO4 Be able to provide a nail art service
Assessment requirements

Learners must complete all four assessment requirements related to this unit:

1. Service portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Service portfolio

Learners must produce a service portfolio that includes evidence of practical nail art treatments carried out with proficiency.

At a minimum the service portfolio for this unit must include client consultation and service records covering all of the following:

- Completed a minimum of 4 nail art designs and application services
  - 3D
  - 2D
  - Embedding and
  - Alternative tip shapes

- Used all techniques
  - Custom blending
  - Colour fading
  - Marbling
  - Painting
  - Imprinting

- Used all products
  - Fabrics
  - Glitters
  - Jewels
  - Decals
  - Embellishments
  - Coloured powders
  - Coloured UV gels
  - Dehydrator
  - Sanitiser
  - Base coat
  - Colour enamels
  - Enamel secures
  - Adhesive
  - Sealant
  - Hand cream
  - Lotion
  - Cuticle oil
- Used all tools and equipment
  - Cuticle pusher
  - Cuticle nippers
  - Tip cutters
  - Nail clippers/scissors
  - Files and buffers
  - Stiff bristled nail brush
  - Product application products
  - Nail art brushes (fine, stripping, shading, fan)
  - Dotting tools
  - Stamps
- Given all types of advice and recommendations
  - Aftercare products and their use
  - Possible contra-actions
  - Time intervals between services
  - Additional products and services

Evidence from the graded practical assessment must also be presented in the services portfolio.

The service portfolio is a requirement which must be completed prior to learners undertaking the practical skills test. Whilst service portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

2. Graded practical assessment

Learners must carry out and complete a nail art service which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Treatment – a full nail art service to include a maximum of 3 nail art techniques incorporating appropriate products for the design over 10 fingernails recommended graded practical assessment time 60 minutes

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.
3. External examination
Whilst the theory content of LO1 and LO2 may be naturally assessed in the graded practical assessment, they will be tested by external examinations at the end of the period of learning.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment
In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all services will be covered over time.

VTCT will set a brief for centres which will detail the treatments to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally verified by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.
Unit content

LO1 Know the salon requirements for providing nail art services

Learners must know how to set up the work area:
- Prepare the work area to allow for
  - Ease of access to all products, tools and equipment
  - Hygienic set up of nail station/working area
  - Effective lighting
  - Correct positioning of client and self
- Ensure a safe working environment
  - Clean and hygienic work area
  - Sufficient ventilation
  - Effective positioning of nail station and salon chairs to allow ergonomic and safe practice

Learners must know how professional nail technicians present themselves:
- Clean professional uniforms create a positive impression of the nail technician and the salon. Uniforms should be made from a comfortable fabric to facilitate movement throughout the service
- Nail technicians should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back, any fringe secured, nails in good condition and well maintained
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene, including clean teeth, fresh breath are all important elements of professional presentation

Learners will be able to demonstrate correct posture and deportment:
- Correct posture when sitting/correct posture when lifting/correct posture when carrying/working methods to avoid Repetitive Strain Injury (RSI)/even weight distribution whilst sitting with a straight back/ensure nail technician's position delivers appropriate techniques/actions to prevent injury and allow for optimum results

Learners must know the salon requirements for record keeping:
- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- Consultation record keeping, contra-indications, signatures, reference to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, current condition of nails, allergies/hypersensitivity, contact lenses, contra-actions)
- Skin sensitivity tests, adaptations and modifications, recommendations
- Service plan, update record at the end of the service, update at each visit, maintained electronically, paper records

Learners must know the insurance requirements for nail art services:
- As a minimum a salon should hold, where applicable, employer’s liability insurance as well as public liability insurance and professional indemnity

Learners must know the legal requirements for providing treatments to minors:
- The age at which an individual is classed as a minor and how this differs nationally
LO2 Understand the different products used for nail art techniques

Learners must have knowledge of the beneficial effects of nail art services:
- Regular treatments will provide some improvement in the condition of weak and fragile nails
- Gel polishes provide strength to encourage growth
- Minor flaws in the nail plate can be disguised
- Aesthetically pleasing results will induce psychological lift
- Nail art can complement an outfit for a special occasion or follow a fashion trend

Learners must understand the indications for use of nail art services:
- Longitudinal ridges, Beau’s lines, leuconychia, onchorrhexis, onchoschizia, hang nails, discoloured nails, onychophagy, onychauxis, fragilitas unguium, eggshell nails

Learners must be able to recognise the contra-indications that may either require GP referral, restrict or prevent nail art services:
- Examples of contra-indications that may prevent treatment
  - Any condition already being treated by a GP, dermatologist or another practitioner, arthritis, acute rheumatism, diabetes, inflamed nerve, nervous or psychotic conditions, medical oedema, undiagnosed pain, haemophilia, recent operations on the hands, tinea unguium, tinea manum or any fungal infection, under the influence of recreational drugs or alcohol, fungal infection, viral infection, parasitic infection, severe skin conditions and severely bitten nails
- Examples of contra-indications that may restrict treatment
  - Any known allergies, abrasions, bruises, cuts, carpal tunnel syndrome, dermatitis, broken bones, eczema, inflammation, diarrhoea and vomiting, undiagnosed lumps or swellings, scar tissue (two years major operations or six months small scarring), recent fractures, sunburn, repetitive strain injury, onychophagy, onycholysis, psoriasis, warts, high temperature, loss of tactile sensation, severe nail separation, broken bones, unknown inflammation or oedema, damaged nails

Learners must know how to refer the client to a health practitioner and why:
- If a client presents with symptoms that are not identifiable the learner must refer the client to a health care practitioner for appropriate care and diagnosis
- Therapists can refer a client directly to:
  - General Practitioners
- Common symptoms warranting referral
  - Undiagnosed skin and nail diseases and disorders

Learners must recognise the different nail shapes:
- Fan
- Hook
- Spoon
- Oval
- Spoon
- Square
Learners must know the possible contra-actions that may occur during or after nail art services:
- Skin reactions – erythema/oedema/histamine/allergic reaction
- Premature loss of nail art design
- Damage to the nail art design

Learners must know how to effectively respond to contra-actions:
- Discontinue treatment and take remedial action

Learners must understand the factors to be considered meet the client’s needs:
- Skin colour/outfit colour/specific occasion/time allocation/pricing/length, strength and shape of nail plate/adverse nail and skin conditions/fashion trends/cultural/religious/age/disability/gender

Learners must have knowledge of nail art designs, products, tools and equipment:
- **Products**
  - Dehydrator
  - Sanitiser
  - Base coat
  - Colour enamels
  - Polish secures
  - Adhesive
  - Sealant
  - Hand cream
  - Lotion
  - Cuticle oil
- **Tools**
  - Cuticle pusher
  - Cuticle nippers
  - Tip cutters
  - Nail clippers/scissors
  - Files and Buffers
  - Stiff bristled nail brush
  - Product application brushes
  - Nail art brushes – fine, striping, shading, and fan
  - Dotting tools
  - Stamps
  - Nail tips and adhesives
- **Equipment**
  - Towels
  - Buffers
  - Tissue
  - Couch roll
  - Orangewood
  - Files
  - Dappen dish
• Nail art techniques and design
  - Techniques
    ▪ Custom blending – a mix of products to create a unique colour or effect
    ▪ Colour fading – a blend of two or more colours to create a gradient colour
    ▪ Marbling – two or more colours to create a marbled effect
    ▪ Painting – a range of nail art techniques which can include free hand, brushes, textured sponges and colour shapers to create different effects
    ▪ Imprinting – a range of techniques that can emboss a design or imprint
    ▪ Masking – use of a stencil or tape to cover an area and create a design effect on the exposed section
  - Design
    ▪ 3D
    ▪ Fantasy encapsulated/surface
    ▪ 2D
    ▪ Embedding
    ▪ Alternative tip shapes
    ▪ Freehand
  - Design specific products
    ▪ Fabrics
    ▪ Flowers
    ▪ Coloured powders
    ▪ Transfers
    ▪ Glitters
    ▪ Jewels
    ▪ Decals
    ▪ Shells
    ▪ Foils

Learners will be able to use the information gained in consultation to make service choices to match client objectives:
• Nail colour
• Nail shape
• Length of nail
• Time restraints
• Design

Learners will be able to identify nail diseases or nail conditions and associated characteristics:
• Beau’s lines, blue nail, bruised nails, discoloured nails, dry and flaking nails, hang nails, kollonychias, lamella dystrophy, leuconychia, onychauxis, onychia, onychocryptosis, onycholysis, onychomycosis, onychophagy, onychorrhexis, paronychia, pitting, transverse and longitudinal ridges, pterygium, sepsis
LO3 Be able to prepare the client, self and the work area for a nail art service

Prepare and check the client, work area, equipment and products prior to the nail art service:
- Prepare service area according to salon requirements. Nail station/work area should be appropriately and safely positioned with client and nail technician’s chairs. These should be adjusted to the correct working height to provide client comfort and support throughout treatment
- Set up the nail station/work area with the necessary products, tools and equipment
- Use correct PPE and provide to client where appropriate
- Check the client by completing a consultation
- Carry out a thorough skin and nail analysis
- Ensure all equipment and products are to hand and easily accessible

Agree the service objectives and check for contra-indications:
- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Check for contra-indications, ask relevant questions and document and record the client feedback
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, if contra-actions from any previous treatments or nail art product use, a skin sensitivity test should be carried out and results recorded
- Discuss options for nail art services and identify client expectations and requirements

Explain the service procedure to the client:
- Instruct the client
  - Removal of outer clothing as appropriate for client comfort
  - Positioning throughout the treatment with good support for the client’s wrist/arm, ankle/foot
  - Communication with reasons for each stage of the nail art design service
  - Benefits of products and tools used throughout
- Nail art technician and client must discuss the treatment procedure for each technique to make an informed final design choice
  - Custom blending – a custom made colour or effect to match a particular occasion or outfit. Nails prepared following manufacturers’ instructions and client’s choice of colours blended to create effect using appropriate tools
  - Seal with suitable top coat
  - Colour fading – two or more colours blended to complement a client’s preferred colour scheme. Nails prepared following manufacturers’ instructions and two or more colours applied using brushes/sponges to create a faded effect. Seal with suitable top coat
  - Marbling – two or more colours mixed in a marble effect pattern to create a multi-coloured, abstract nail art design. Nails are prepared following manufacturers’ instructions and two to three colours are dotted on to the nail surface and gently ‘swirled’ together using appropriate tools. Seal with suitable top coat. Water marbling technique can be used if appropriate however nail walls should be suitably coated with barrier product before application commences
Painting – a range of nail art techniques can be used which may include freehand, brushes, textured sponges and colour shapers to create different effects. Nail surface will be prepared following manufacturers’ instructions and a professional polish will be applied using a suitable tool, close to nail wall but leaving cuticles free from product. Sponges and colour shapers can be used to apply a design on top of the base colour. Allow to dry thoroughly and apply suitable sealant/top coat.

Imprinting – a range of techniques that can emboss a design or imprint. Prepare the nails following manufacturers’ instructions. Apply a base colour to meet client requirements and add appropriate polish choice to the surface of the stamp following manufacturers’ instructions. Stamp or imprint the nail surface following manufacturers’ instructions and allow to dry. Add appropriate top coat to seal the design.

Masking – use of a stencil or tape to cover an area and create a design effect on the exposed section. Nails must be prepared following manufacturers’ instructions and the stencil or tape applied to meet the design objectives. Carry out nail art design through stencil or tape to create a neat effect. Apply suitable top coat/sealant for longevity.
LO4 Be able to provide a nail art service

Prepare the client’s skin and nails for nail art services:
- Remove all jewellery (client to keep safe)
- Ensure the hands/feet are cleansed and dry
- Use tools and products to prepare the nails and surrounding area for nail art services
- Select nail art products and tools required for the agreed nail art design and techniques

Apply nail art service in line with manufacturer’s guidelines:
- Sanitise the client’s hands/feet, checking for contra-indications
- Remove nail enamel – using finger rotation
- Commence with non-working hand to prepare the cuticles and nail surface for service/design. Use appropriate tools to file the free edge to the required shape and products/tools to push back cuticles (where appropriate). Dehydrate nail surface as necessary
- Apply nail art base coat to prevent staining and enhance adhesion of products
- Apply base colour in downward strokes. No polish to be in contact with the skin or cuticle. Apply two coats
- Remove excess with an orangewood stick if necessary
- Apply chosen nail art design with appropriate technique allowing sufficient drying time at each stage
- Seal finished design leaving cuticle and nail wall free from product
- Update and maintain service records

Complete the service to the client’s satisfaction:
- Client expectations must be met by the learner
- Verbal feedback should be obtained
- Comments completed by the client on the appropriate feedback paperwork
- Repeat business should be achieved
- Learners must understand the implications of incorrect/poor treatment application

Provide suitable aftercare advice to the client:
- Application of top coat for longevity of design
- Methods of removal
- Advice on retail products for use at home
- Maintenance advice
- Use of protective gloves for gardening, housework and in winter
- Recommendations for rebooking future treatments
- Advise of the possible contra-actions that may occur, such as a skin reaction

Update the client service records:
- Service records should be updated at the end of the treatment, and at every visit
- Product and treatment recommendations should be noted by the nail technician
- Adaptations to the treatment plan and future treatment suggestions should be added after discussion with the client
- Paper and electronic records must be kept up to date
Prepare the work area for the next service:
- Dispose of all waste, clean equipment, sterilise all metal tools, sanitise working surfaces of nail station/work area, set up nail station with clean couch roll and position chairs for next client, replace clean tools, ensure record card for next client is ready for completion
Employability skills to be demonstrated throughout the practical assessment

**Communication:**
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions; offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

**Customer service:**
- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

**Commercial and environmental awareness:**
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycling where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.
Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf
Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relates to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

<table>
<thead>
<tr>
<th>Learning outcome</th>
<th>Pass learners can:</th>
<th>Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:</th>
<th>Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:</th>
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<tbody>
<tr>
<td>LO3 Be able to prepare the client, self and the work area for a nail art service</td>
<td>P1 Prepare and check the client, work area, equipment and products prior to the nail art service</td>
<td>M1 Adapt and tailor interpersonal communication to the client</td>
<td>D1 Evaluate the effectiveness of the service provided and make recommendations for future nail art and related services</td>
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<td>P2 Agree the service objectives and check for contra-indications</td>
<td>M2 Ensure optimum client comfort and enjoyment throughout the service</td>
<td>D2 Create a finished result that reflects mastery of professional nail art techniques</td>
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<td>P3 Explain the service procedure to the client</td>
<td>M3 Use effective strategies to promote and sell products and additional services</td>
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# Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the graded practical assessment.

<table>
<thead>
<tr>
<th>P1 Prepare and check the client, work area, equipment and products prior to nail art service</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have set up the work area in line with the service requirements, have met the health and safety requirements. Learners must use suitable lighting, temperature, ventilation and appropriate background music. All the required products for the treatment are to hand and are fully stocked in advance.</td>
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<tr>
<th>P2 Agree the service objectives and check for contra-indications</th>
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<tr>
<td>Learners must demonstrate that they have consulted with the client using appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications and skin and nail analysis. Learners must explain the service in full to the client and ascertain the client’s treatment expectations, establishing if adaptations to the service are required. Learners must ascertain the client’s service objectives effectively to ensure the correct products and techniques are selected.</td>
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<th>P3 Explain the service procedure to the client</th>
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<td>Learners must explain the service step by step to the client. At a minimum the explanation should include the benefits of the service and an estimated timescale.</td>
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<th>P4 Prepare the client’s skin and nails for nail art services</th>
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<td>Learners must instruct the client on any outer clothing that needs to be removed and where to store the clothing. The client’s jewellery must be removed and stored safely. Guidance should be given to the client on positioning for maximum comfort during the service. Learners must demonstrate that they have sanitised their hands and sanitised the client’s hands or feet before commencement of the service.</td>
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<tr>
<th>P5 Apply nail art service in line with manufacturers guidelines</th>
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<td>Learners must demonstrate that they have selected the correct equipment and products to match the service objectives and client/design requirements. All nail art techniques should be applied safely and efficiently to meet the service/design objectives.</td>
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<th>P6 Complete the service to the client’s satisfaction</th>
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<td>Learners must complete the treatment in an appropriate time – as agreed with the assessor. Learners must note down any contra-actions or findings during the service, if appropriate. Learners must ensure client satisfaction and design objectives have been met.</td>
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### P7 Provide suitable aftercare advice to the client

Learners must demonstrate that they can at a minimum provide feedback and aftercare to the client, describing any findings during nail and skin analysis, providing information on further service options, explaining the importance of homecare for healthy nails and design longevity, providing advice on retail products to enhance service benefits, describing possible contra-actions that may occur.

### P8 Update the client service records

Learners must fully complete the service records to meet the salon requirements and show an understanding of the legal requirements for record keeping.

### P9 Prepare the work area for the next service

Learners must demonstrate they have prepared the work area by removing used couch roll, wiping down the nail stations/work areas, sterilising metal tools and removing products and consumables. The work area must be tidy and ready for the next service and nail technician.

### M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example, if the client indicates that he/she would like to chat and engage in conversation, the learner should engage in unobtrusive friendly conversation with the client. However, the learner must try to promote relaxation and avoid asking the client unnecessary questions to promote a relaxing atmosphere. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive, inoffensive and of appropriate content.

### M2 Ensure optimum client comfort and enjoyment throughout the service

Learners must demonstrate that they have checked with the client at regular intervals throughout the service to ensure the client’s comfort. Learners must demonstrate that they have taken action to protect the client throughout service and reduce the risk of injury due to incorrect positioning. Learners must also demonstrate that they have responded to the client’s comfort needs throughout, for example, ensuring client warmth, and adjusting treatment requirements to meet client/design needs.

### M3 Use effective strategies to promote and sell products and additional services

Learners must provide advice on nail/skin care products to the client to promote the effectiveness of the service. Learners could recommend further follow-on, alternative or additional services and offer to re-book the client for the next appointment. Products to extend the longevity of the design and to assist with final removal must be recommended.
D1 Evaluate the effectiveness of the service provided and make recommendations for future nail art and related services

Learners must demonstrate clear reflection and evaluation of the effectiveness of the service. Learners must demonstrate they are able to record the client’s immediate psychological reactions and the long term physiological results (improvement in nail condition/strength) after nail art services. Service improvements can be demonstrated by amending and updating future service plans.

D2 Create a finished result that reflects mastery of professional nail art techniques

The finished nail art result must have the characteristics of a professional nail art application, with a flawless finish which meets the design brief and is applied to the client’s satisfaction. The nail art design is consistent and harmonious colours have been chosen, reflecting an evolving theme. The shapes and lines are well balanced, with complementary aspects. Adornments have been incorporated into the design. Colour selections must complement the client’s skin tone as well as the nail design. The finished design must be flawlessly even and smooth, with a standard hairline width gap around the base and sides of the nail, ensuring the cuticles are not flooded. The balance of the nail design must be consistent across all ten nails.
Resources

The special resources for this unit are access to a real or realistic working environment which supports the provision of nail art services in the salon. Learners must have access to health and safety standards, manufacturer instructions and nail art products.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and the use of products, tools and equipment for nail art services
- Work experience within a commercial beauty/nail salon so they can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories; research current trends; research product knowledge and produce visual aids for nail art design services

Links with other units

This unit is closely linked with the following units:

UCO28M Health and safety in the salon

The health and safety unit will provide knowledge and understanding of the responsibilities for health and safety as defined by any specific legislation covering the role of the professional therapist/technician. This unit greatly underpins all practical unit delivery. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing nail art services in real or realistic working environment.

UBT90M Client care and consultation

Client consultation before all beauty treatments/nail services is actually a legal requirement and failure to consult properly with clients prior to treatment could invalidate beauty therapy insurance. It is essential that beauty therapists/nail technicians elicit information from their clients about their medical history, including any allergies as well as checking for contra-indications. The client consultation unit underpins all technical units within this qualification and should be delivered prior to the delivery of any technical beauty therapy/nail service units.

UBT115M Anatomy and physiology for nail services

Knowledge of the structure and function of the systems of the body, as well the diseases and disorders most significantly underpins the knowledge and practical skills gained in this unit. Other elements of anatomy and physiology are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.

Graded synoptic assessment

At the end of the qualification which this unit forms part of, there will be a graded synoptic assessment which will assess the learner's ability to identify and use effectively in an integrated way, an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to suitably prepare learners for their final graded assessment.
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<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
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<tbody>
<tr>
<td>v9</td>
<td>Skin cancer awareness page added</td>
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