

# Level 2 NVQ Diploma in Nail Services

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Accreditation start date: **1 August 2010**  
Credit value: **40**  
Total Qualification Time (TQT): **400**  
Guided learning hours (GLH): **329**  
Qualification number: **500/8840/3**

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## 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				
UG31G20				
UG211G4				
UG211G8				
UG21G18				
UB200N2				
UB200N3				
UB200N4				
UB200N5				

# The qualification

## Introduction

The Level 2 NVQ Diploma in Nail Services is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the requisite knowledge, understanding and skills to work competently in the nail industry. Throughout this qualification you will ensure responsibility to reduce risks to health and safety, fulfil salon reception duties, develop and maintain your effectiveness at work, promote additional services and products to clients, provide manicure and pedicure services, carry out nail art services and apply and maintain nail enhancements to create a natural finish.

You will be supervised by technical staff and assessed on your occupational competence.

## National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework.

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

## Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.



## Progression

This is an approved qualification for providing nail services. It also provides a sound platform for further learning or training.

This qualification provides progression opportunities to the following VTCT qualification:

- Level 3 NVQ Diploma in Nail Services

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications at Level 3.

# Qualification structure

## Total credits required - 40 (minimum)

All mandatory units must be completed.

### Mandatory units - 40 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G20	A/601/5867	Ensure responsibility for actions to reduce risks to health and safety	4	38
UG211G4	Y/600/1264	Fulfil salon reception duties	3	24
UG211G8	M/600/1268	Develop and maintain effectiveness at work	3	30
UG21G18	D/601/0936	Promote additional services or products to customers	6	40
UB200N2	Y/600/7551	Provide manicure services	6	53
UB200N3	H/600/8766	Provide pedicure services	6	53
UB200N4	A/600/8997	Carry out nail art services	4	30
UB200N5	L/600/9099	Apply and maintain nail enhancements to create a natural finish	8	61

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets. 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 papers titled 'Paper 2 of 2' can be signed off by your assessor.

**This only applies to mandatory units in this qualification.** Paper 1 of 1 and Paper 2 of 2 must be completed for all optional units (where applicable).

## 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.

## External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete one external paper that covers all anatomy and physiology papers in this qualification.

The external paper title in Linx2Achieve is:

- NVQ 2 Nail Route Mandatory Anatomy and Physiology.

Once these papers have been achieved all unit

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 have been learned. 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 the 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 the 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)	Observations	Assignments
UG31G20	Ensure responsibility for actions to reduce risks to health and safety	0	✓	✓
UG211G4	Fulfil salon reception duties	0	✓	✓
UG211G8	Develop and maintain effectiveness at work	0	✓	✓
UG21G18	Promote additional services or products to customers	0	✓	✓
UB200N2	Provide manicure services	2	✓	✓
UB200N3	Provide pedicure services	2	✓	✓
UB200N4	Carry out nail art services	1	✓	✓
UB200N5	Apply and maintain nail enhancements to create a natural finish	2	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	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.
<b>Credit value</b>	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.
<b>Guiding Learning hours (GLH)</b>	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.
<b>Total qualification time (TQT)</b>	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.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	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.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Maximum service times</b>	The maximum time specified by Habia in which a particular service or practical element must be completed.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	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.
<b>Assessment criteria</b>	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.
<b>Range</b>	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.



# UG31G20

Ensure responsibility for actions to reduce risks to health and safety

This unit is about providing you with the knowledge, understanding and skills to be responsible for health and safety in the workplace.

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about being aware of the main risks in your workplace and knowing how to identify and deal with them.

NOS

**G20**

Level

**3**

Credit value

**4**

GLH

**38**

Observations

**2**

External paper(s)

**0**



# Ensure responsibility for actions to reduce risks to health and safety

## Learning outcomes

On completion of this unit you will:

1. Be able to identify the hazards and evaluate the risks in the workplace
2. Be able to reduce the risks to health and safety in the workplace
3. Know how to reduce risks to health and safety in the workplace

## Evidence requirements

1. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
2. Your assessor will observe you on **two separate occasions**. All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:
  - direct observation of the candidate in the workplace
  - witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
  - documentary and other product based evidence
  - a personal report by the candidate endorsed by colleagues
  - questions
  - discussion
  - professional discussion.
3. 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 identify the hazards and evaluate the risks in the workplace

You can:

- a. Identify workplace instructions that are relevant to you and your job role
- b. Identify working practices and hazards in the workplace that could be harmful
- c. Evaluate the hazards and prioritise in risk order
- d. Report hazard(s) to the responsible person\*

\*May be assessed through oral questioning.

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



## Outcome 2

### Be able to reduce the risks to health and safety in the workplace

You can:

- a. Perform work activities at own level of competence in accordance with identified health and safety:
  - workplace policies
  - instructions and procedures
  - suppliers' and manufacturers' information
  - relevant legal requirements
- b. Manage hazards in accordance with workplace instructions and legal requirements
- c. Report any differences between workplace instructions and supplier/maker instructions\*

\*May be assessed through oral questioning.

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

# Developing knowledge

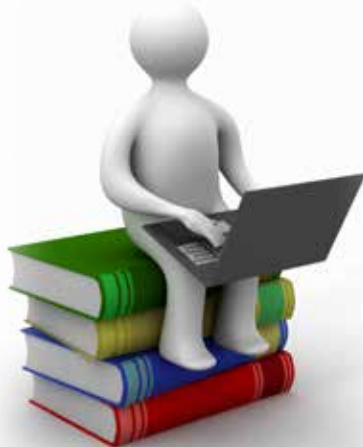
## Achieving knowledge outcomes

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 3

### Know how to reduce risks to health and safety in the workplace

You can:	Portfolio reference / Assessor initials*
a. Explain your responsibility in remaining alert to hazards and risks	
b. Describe own responsibilities and scope for action in controlling risk	
c. Explain the importance of adhering to health and safety policies and practices	
d. Describe where and when to get additional health and safety assistance	
e. Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



# UG211G4

## Fulfill salon reception duties

This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this unit.

NOS

**G4**

Level

**2**

Credit value

**3**

GLH

**24**

Observations

**3**

External paper(s)

**0**



# Fulfill salon reception duties

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain the reception area
2. Be able to attend to clients and enquiries
3. Be able to make appointments for salon services
4. Be able to handle payments from clients
5. Understand salon and legal requirements
6. Understand communication methods
7. Understand salon services, products and pricing
8. Understand how to calculate and take payments
9. Understand how to make appointments

## Evidence requirements

1. Evidence from simulated activities may be used to produce performance evidence for the following **but only when naturally occurring performance evidence cannot be obtained for:**
  - **Methods of Payment Range Variables**  
- 'cash equivalents', 'cheque' and 'payment cards' and handling the types of payment discrepancies listed.
2. You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
3. Your assessor will observe these aspects of your performance on **at least 3 occasions**. These observations must cover all 4 main outcomes of this unit.

4. From the range statement, you must show that you have:

- handled **3 of the 4\*** types of people
- handled **2 of the 3\*** types of enquiries
- handled both types of appointment
- obtained all the appointment details
- handled all the methods of payment
- dealt with all the types of discrepancy

*\*However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. 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 must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to maintain the reception area

You can:

- a. Keep the reception area clean and tidy at all times
- b. Maintain agreed levels of stock of reception stationery and product displays\*
- c. Offer clients hospitality to meet the salon's client care policies

\* May be assessed through oral questioning.

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



## Outcome 2

### Be able to attend to clients and enquiries

You can:

- a. Attend to people promptly in a polite manner giving information clearly
- b. Identify the purpose of the enquiry
- c. Confirm appointments and promptly inform the relevant person
- d. Refer enquiries promptly that cannot be dealt with to the relevant person for action\*
- e. Record messages and pass to the relevant person\*
- f. Give confidential information only to authorised people\*
- g. Balance the needs of all individuals for attention

\*May be assessed through oral questioning.

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



## Outcome 3

### Be able to make appointments for salon services

You can:

- a. Make appointments for the service requested
- b. Identify client requirements and schedule appointments in a way that satisfies the client and therapist/stylist, making most productive use of salon time
- c. Record appointment details accurately, clearly and to meet the salon's requirements

*\*May be assessed through oral questioning.*

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



## Outcome 4

### Be able to handle payments from clients

You can:

- a. Total charges and inform clients clearly and in a courteous manner
- b. Inspect purchases for condition and quality as they are processed for payment\*
- c. Establish the client's method of payment and process the payment giving change and receipt when required
- d. Record information about the sale accurately, clearly and to meet the salon's requirements\*
- e. Gain authorisation for accepting non-cash payments when the value exceeds agreed limit\*
- f. Tactfully inform clients when authorisation cannot be obtained for non-cash payments\*
- g. Identify and resolve, where possible, any discrepancies in payments within the limits of own authority\*
- h. Refer payment discrepancies which cannot be resolved promptly to the relevant person for action\*
- i. Follow cash point security procedures at all times
- j. Identify and report low levels of change in time to avoid shortages\*

\*May be assessed through oral questioning.

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





# Range

You must practically demonstrate that you have:

<b>Handled 3 of the 4 types of people</b>	<b>Portfolio reference</b>
Who have different needs and expectations	
Who may appear angry	
Who may be confused	
Who have a complaint	
<b>Handled 2 of the 3 types of enquiries</b>	<b>Portfolio reference</b>
In person	
By telephone	
Electronically	
<b>Handled both types of appointment</b>	<b>Portfolio reference</b>
In person	
By telephone	



You must practically demonstrate that you have:

Obtained <b>all</b> the appointment details	Portfolio reference
Client's name	
Client's contact details	
Service required	
Estimated price	
Date	
Time	
Member(s) of staff booked for service	
Handled <b>all</b> the methods of payment	Portfolio reference
Cash	
Cash equivalents	
Cheque	
Payment cards	
Dealt with <b>all</b> the types of discrepancy	Portfolio reference
Invalid currency	
Invalid card	
Incorrect completion of cheque	
Suspected fraudulent use of payment card	
Payment disputes	

# Developing knowledge

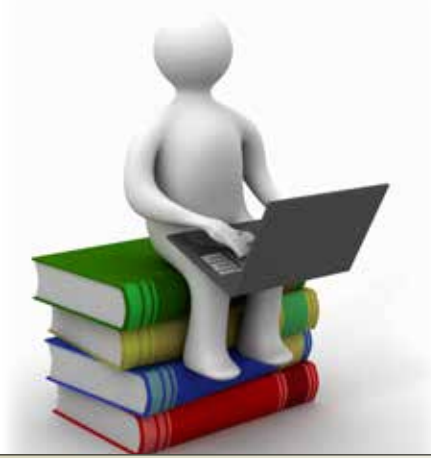
## Achieving knowledge outcomes

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 5

### Understand salon and legal requirements

You can:	Portfolio reference
a. Summarise the salon's procedures for: <ul style="list-style-type: none"><li>- maintaining confidentiality</li><li>- taking messages</li><li>- making and recording appointments</li><li>- dealing with suspected fraud</li><li>- authorising non-cash payments when these are 'over limit'</li><li>- client care at reception</li></ul>	
b. Explain limits of own authority when: <ul style="list-style-type: none"><li>- maintaining the reception area</li><li>- attending to people and enquiries</li><li>- making appointments</li><li>- dealing with payments and discrepancies</li></ul>	
c. Describe the consequences of breaking confidentiality	
d. Identify who to refer to with different types of enquiries or reception problems	
e. Describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 6

### Understand communication methods

You can:	Portfolio reference
a. Explain the importance of taking messages and passing them on to the right person at the right time	
b. Explain the importance of effective communication to the salon's business	
c. Describe how and when to ask questions	
d. Explain how to balance giving attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	
e. Explain how to show you are listening closely to what people are saying	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 7

### Understand salon services, products and pricing

You can:	Portfolio reference
a. Explain the services available, their duration and cost	
b. Describe the products available for sale and their cost	
c. Describe how to identify any defects in products as they are being processed for sale	
d. Explain how to identify any current discounts and special offers	
e. Identify what and how much stationery should be kept at the reception area	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 8

### Understand how to calculate and take payments

You can:	Portfolio reference
a. Describe common methods of calculating payments including point of sale technology and physical calculations	
b. Describe how to keep cash and other payments safe and secure	
c. Describe the types of payment that you are authorised to accept	
d. Explain how to gain electronic authorisation for payment cards	
e. Explain how to identify suspected counterfeit payments, stolen cheques, credit cards and payment cards	
f. Describe how to deal with customers offering suspect tender or suspect non-cash payments	
g. Describe the consequences of failure to handle payments correctly	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 9

### Understand how to make appointments

You can:	Portfolio reference
a. Explain the importance of making appointments correctly	
b. Describe the common systems available for making appointments within the hairdressing industry	

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

*Requirements highlighted in white are assessed in the external paper.*



# UG211G8

Develop and maintain effectiveness at work

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

NOS

**G8**

Level

**2**

Credit value

**3**

GLH

**30**

Observations

**1**

External paper(s)

**0**



# Develop and maintain effectiveness at work

## Learning outcomes

On completion of this unit you will:

1. Be able to improve personal performance at work
2. Be able to work effectively as part of a team
3. Understand salon roles, procedures and targets
4. Understand how to improve your performance
5. Understand how to work with others

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. You will need to collect 'paper evidence' (also known as documentary evidence) to show that you have participated in development activities at work.
4. Your assessor will observe your contributions to effective teamwork on **at least 1 occasion which will be recorded.**
5. From the range statement, you must show that you:
  - have participated in all the listed opportunities to learn
  - have agreed and reviewed your progress towards both productivity and personal development targets
  - have offered assistance to both an individual colleague and in a group of your colleagues.
6. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.
7. 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 must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to improve personal performance at work

You can:

- a. Identify own strengths and weaknesses and discuss them with the relevant person(s) and seek feedback from relevant people about how to improve own performance
- b. Find out more information from relevant people to perform a task when the instructions are unclear\*
- c. Ask colleagues for help and take opportunities to learn when they are available or seek help from relevant people when you are unable to obtain learning opportunities relating to own work\*
- d. Regularly review developments in hairdressing and related areas
- e. Agree realistic work targets with the relevant person(s), review own progress towards achieving agreed targets and use the results of the reviews to develop own personal development plan

\*May be assessed through oral questioning.

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



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## Outcome 2

### Be able to work effectively as part of a team

You can:

- a. Agree ways of working together to achieve objectives, ask for help and information from own colleagues when necessary, and respond to requests for assistance from colleagues willingly
- b. Anticipate the needs of others and promptly offer assistance within own capabilities and make effective use of the time throughout own working day
- c. Report problems likely to affect salon services to the relevant person(s) promptly and accurately\*
- d. Be friendly, helpful and respectful with colleagues and resolve any misunderstandings with colleagues at the time they happen

\*May be assessed through oral questioning.

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



# Range

You must practically demonstrate that you have:

<b>Participated in <b>all</b> the opportunities to learn</b>	<b>Portfolio reference</b>
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
<b>Agreed and reviewed your progress towards <b>both</b> targets</b>	<b>Portfolio reference</b>
Productivity	
Personal development	
<b>Offered assistance to <b>both</b> types of colleague</b>	<b>Portfolio reference</b>
On a one-to-one basis	
In a group	

# Developing knowledge

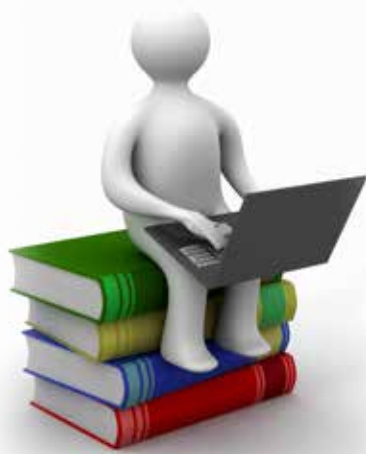
## Achieving knowledge outcomes

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 3

### Understand salon roles, procedures and targets

You can:	Portfolio reference / Assessor initials*
a. Describe your job role and responsibilities and explain the standards of behaviour that are expected of you when working in the salon	
b. Explain how to get information about your job, own work responsibilities and how this relates to the role of other team members	
c. Explain how to find out relevant information about other people's areas of responsibility	
d. Explain the questioning and listening skills you need in order to find out information	
e. Describe the limits of your authority and that of others in relation to giving assistance	
f. Describe why it is important to work within your job responsibilities and what might happen if you do not do so	
g. List the commercially viable range of times for the performance of services offered	
h. Explain the importance of meeting work and productivity targets, development targets and timescales	
i. Explain how to manage your time effectively	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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## Outcome 4

### Understand how to improve your performance

You can:	Portfolio reference / Assessor initials*
a. Explain how to identify your strengths and weaknesses	
b. Describe the importance of continuous professional development and how it affects your job role	
c. Explain who can help you identify and obtain opportunities for personal development/training and how using the National Occupational Standards can help you identify development needs	
d. Explain how to access information on National Occupational Standards and qualifications, how to maintain awareness of current and emerging trends and developments within the industry and why this is important	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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**Outcome 5**

**Understand how to work with others**

You can:	Portfolio reference / Assessor initials*
a. Explain why harmonious working relationships are important and how they could support co-operative ways of working with others	
b. Describe how to react positively to reviews and feedback and why this is important	
c. Explain how to manage your time effectively	
d. Describe how to deal with relationship difficulties and conflicts when working with others and identify who to report to when having difficulties working with others	
e. Outline the salon's appeal and grievance procedures	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

# Notes

Use this area for making notes and drawing diagrams



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# UG21G18

## Promote additional services or products to clients

Services or products are continually changing in salons to keep up with client's expectations. By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. It is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

NOS

**G18**

Level

**2**

Credit value

**6**

GLH

**40**

Observations

**3**

External paper(s)

**0**



# Promote additional services or products to clients

## Learning outcomes

On completion of this unit you will:

1. Be able to identify additional services or products that are available
2. Be able to inform clients about additional services or products
3. Be able to gain client commitment to using additional services or products
4. Understand how to promote additional services or products to clients

## Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit.
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.

4. You must provide evidence that the additional services or products offered include:
  - use of services or products that are new to your client
  - additional use of services or products that your client has used before.
5. Your evidence must show that you:
  - follow salon procedures for offering additional services or products to your clients
  - create opportunities for encouraging your clients to use additional services or products
  - identify what your client wants by seeking information directly
  - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, e-mail, internet, intranet or by any other method you would be expected to use within your job role.
7. 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 identify additional services or products that are available

You can:

- a. Update and develop your knowledge of your organisation's services or products
- b. Check with others when they are unsure of a new service or product details
- c. Identify appropriate services or products that may interest your client
- d. Spot opportunities for offering your customer additional services or products that will improve your clients experience

*\* May be assessed through oral questioning.*

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



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## Outcome 2

### Be able to inform clients about additional services or products

You can:

- a. Choose the most appropriate time to inform your client about additional services or products
- b. Choose the most appropriate method of communication to introduce your client to additional services or products
- c. Give your client accurate and sufficient information to enable them to make a decision about the additional services or products
- d. Give your client time to ask questions about the additional services or products

\* May be assessed through oral questioning.

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



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## Outcome 3

### Be able to gain client commitment to using additional services or products

You can:

- a. Close your discussion appropriately if your client shows no interest
- b. Give relevant information to move the situation forward when your client shows interest
- c. Secure client agreement and check client understanding of the delivery of the service or product
- d. Take action to ensure prompt delivery of the additional services or products to your client
- e. Refer your client to others or to alternative sources of information if the additional services or products are not your responsibility

\*May be assessed through oral questioning.

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

# 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 4

### Understand how to promote additional services or products to clients

You can:	Portfolio reference / Assessor initials*
a. Describe the organisation's procedures and systems for encouraging the use of additional services or products	
b. Explain how additional services or products will benefit your clients	
c. Explain how your clients' use of additional services or products will benefit your organisation	
d. Identify the main factors that influence clients to use your services or products	
e. Explain how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	
f. State how to give appropriate, balanced information to clients about services or products	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

# Notes

Use this area for making notes and drawing diagrams



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# UB200N2

## 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 filing 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 good communication with the client.

NOS

**N2**

Level

**2**

Credit value

**6**

GLH

**53**

Observations

**3**

External paper(s)

**2**





# Provide manicure services

## Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing manicure services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to carry out manicure services
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing manicure services
6. Understand how to perform client consultation, treatment planning and preparation
7. Know contra-indications and contra-actions that affect or restrict manicure services
8. Know anatomy and physiology that relates to manicure services
9. Understand manicure techniques, products and service planning
10. Understand how to provide aftercare advice for clients

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing manicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions (each occasion must involve a different hand and nail treatment from the range)**.
4. From the range statement, you must practically demonstrate that you:
  - have used all the consultation techniques
  - have dealt with **at least 1 of the necessary actions\***
  - have used **4 of the 5** types of hand and nail treatments\*
  - have applied all types of nail finish
  - have provided all types of treatment advice.

*\* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. 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.

## Maximum service times

The following maximum service times apply to this unit:

Manicure	45 minutes
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## Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

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

You can:

- a. Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene, protection and appearance to meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the service to minimise the risk of cross-infection
- e. Select and correctly position suitable equipment, materials and products for ease and safety of use
- f. Dispose of waste materials safely and correctly to meet local authority requirements and the Industry Code of Practice for Nail Services
- g. Complete the service within a commercially viable time
- h. Leave the work area in a suitable condition for further nail services
- i. Keep the client's records up to date, accurate, easy to read and signed by the client and technician

\* May be assessed through oral questioning.

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



## Outcome 2

### Be able to consult, plan and prepare for the service with clients

You can:

- a. Use consultation techniques to determine and record the service plan
- b. Obtain signed, written and informed consent prior to any service from the client or parent/guardian if the client is a minor\*
- c. Consult with the client to identify any contra-indications, recording the client responses
- d. Position the client and yourself to minimise fatigue, and risk of injury to yourself and the client
- e. Disinfect the clients hands and remove any existing nail polish to restore the nails to a natural condition
- f. Perform an assessment of the nails and skin, recording the results and take any necessary action in response to identified contra-indications
- g. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern\*
- h. Recommend suitable treatments and products for the client's skin type and nail condition and agree the service and outcomes that are acceptable to the client and meets their needs

\*May be assessed through oral questioning.

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



## Outcome 3

### Be able to carry out manicure services

You can:

- a. Check the desired nail length and shape with the client
- b. File the nails, ensuring that the nail free edge is left smoothed and shaped to the required length
- c. Use the buffing technique for the service plan and the client's needs
- d. Use suitable cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e. Use hand and nail treatments to improve the appearance of the client's skin and nails
- f. Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- g. Leave the hands and lower arms free of any excess massage medium
- h. Check that the nail plate is dehydrated and the underside is clean and free of debris
- i. Apply sufficient base coats, polish coats and top coat for the desired finish
- j. Check that the nail finish is left with a smooth even texture and with the cuticle and nail wall free of product and debris
- k. Check that the finished result is to the client's satisfaction and meets the agreed service plan
- l. Give the client aftercare advice

\*May be assessed through oral questioning.

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



# Range

You must practically demonstrate that you have:

Used <b>all</b> the consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Dealt with <b>at least 1</b> of the necessary actions		Portfolio reference
Encouraging your client to seek medical advice		
Explaining why the service cannot be carried out		
Modifying the service		
Used <b>4 of the 5</b> types of hand and nail treatments		Portfolio reference
Paraffin wax		
Hand masks		
Thermal mitts		
Exfoliators		
Warm oil		



You must practically demonstrate that you have:

Applied <b>all</b> types of nail finish	Portfolio reference
Dark colour	
French	
Buffed	
Provided <b>all</b> 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	

# 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

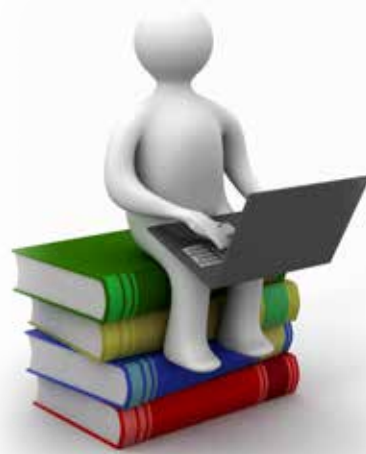
The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



# Knowledge



## Outcome 4

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail Services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities and why	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain why minors should not be given services without informed and signed parental or guardian consent	
e. Explain the legal significance of gaining signed, informed consent to service	
f. State the age at which an individual is classed as a minor and how this differs nationally	
g. Explain the importance and reasons for keeping records of clients and their services	
h. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
i. Describe the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself and the client	
j. Describe why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
k. Explain how to minimise and dispose of waste from services	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 4 (continued)

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
l. Explain the salon's service times for completing manicure services	
m. Explain the importance of completing the service in a commercially viable time	
n. Explain the salon pricing structures	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 5

### Understand how to work safely and effectively when providing manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the type of personal protective equipment that should be available and used by yourself	
b. Describe why it is important to use personal protective equipment	
c. Describe what contact dermatitis is and how to avoid developing it when carrying out nail services	
d. Describe how to prepare and use the tools and materials for the manicure services	
e. Compare the different methods of disinfecting and sterilising tools and equipment	
f. Describe how to maintain equipment and materials in a clean and hygienic condition	
g. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
h. Explain the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	
i. Describe how to effectively and safely position tools and materials for manicure services	
j. Describe the condition in which the work area should be left ready and why this is important	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 6

### Understand how to perform client consultation, treatment planning and preparation

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills needed in order to find out information	
d. Explain why it is important to record client responses to questioning	
e. Describe the legal significance of client questioning and of recording the client's responses	
f. Explain why it is important to encourage and allow time for clients to ask questions	
g. Describe how to conduct nail and skin analysis	
h. Explain how to prepare service plans	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



**Outcome 7**

**Know contra-indications and contra-actions that affect or restrict manicure services**

You can:	Portfolio reference / Assessor initials*
a. Describe the types of conditions and disorders that may contra-indicate the service and why	
b. Describe the types of conditions and disorders that may restrict the service and why	
c. Describe the possible contra-actions which may occur during or after the manicure service	
d. Describe the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 8

### Know anatomy and physiology that relates to manicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the bones of the hand and lower arm	
b. Describe the structure and function of the muscles of the lower arm and hand	
c. Describe the blood circulation to the lower arm and hand	
d. Describe the structure of the nail unit	
e. Describe the process of nail growth	
f. Describe the structure and function of the skin	
g. Describe the skin characteristics and skin types of different ethnic client groups	
h. Describe common natural nail shapes	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 9

### Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
a. Describe how to identify treatable nail and skin conditions	
b. Describe the different types of techniques used within manicure and how to carry them out	
c. Explain how to select and adapt manicure services to suit individual client needs	
d. Describe how to adapt manicure service to suit a male client	
e. Describe the benefits and effects of the hand and nail treatments	
f. Describe the different types of manicure tools and equipment and how to use them	
g. Explain the effects on the nail and skin of incorrect use of manicure tools	
h. Explain the importance of filing the free edge to complement the client's natural nail conditions	
i. Describe the features and benefits of manicure products	
j. Explain the reason why several services are necessary to improve skin and nail conditions	
k. Describe the different types of massage movements used in manicure service	
l. Describe the effects of massage movements used in manicure service	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





## Outcome 9 (continued)

### Understand manicure techniques, products and service planning

You can:	Portfolio reference / Assessor initials*
m. Describe the effects of massage techniques on the nails, skin, muscle and underlying structures	
n. Describe the different types of massage mediums and when they should be used	
o. Explain the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	
p. Explain the importance of recommending a nail finish suitable for the client	
q. Explain the reasons for applying base and top coat and the consequences of not doing so	
r. Describe the correct method(s) of applying different nail finishes	
s. Describe the correct method of removing nail polish	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





## Outcome 10

### Understand how to provide aftercare advice for clients

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare and maintenance requirements for manicure services and why these are important	
b. Explain the products and tools for home use that will benefit the client and those which are unsuitable and why	
c. State the recommended time intervals for nail services	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

# Notes

Use this area for making notes and drawing diagrams



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# UB200N3

## Provide pedicure services

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, cleansing and drying the feet, removing excessive hard skin, massaging the foot and lower leg 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 good communication with the client.

NOS

**N3**

Level

**2**

Credit value

**6**

GLH

**53**

Observations

**3**

External paper(s)

**2**



# Provide pedicure services

## Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing pedicure services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to carry out pedicure services
4. Understand organisational and legal requirements
5. Understand how to work safely and effectively when providing pedicure services
6. Understand how to perform client consultation
7. Understand contra-indications and contra-actions that affect or restrict pedicure services
8. Understand the anatomy and physiology that relates to pedicure services
9. Understand pedicure services, techniques and products
10. Understand the aftercare advice to provide clients for pedicure services

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing pedicure treatment.
3. Your assessor will observe your performance on **at least 3 occasions (each occasion must involve a different foot and nail treatment from the range)**.
4. From the range statement, you must practically demonstrate that you:
  - have used all the consultation techniques
  - have dealt with **at least 1 of the necessary actions\***
  - have applied all types of feet and nail treatments
  - have produced both types of nail finish
  - have provided all types of advice

*\* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. 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.

## Maximum service times

The following maximum service times apply to this unit:

Pedicure	50 minutes
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## Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to use safe and effective methods of working when providing pedicure services

You can:

- a. Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene and appearance that meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Use accepted industry hygiene and safety practices throughout the service
- e. Select and position equipment, materials, products, yourself and the client to meet the needs of the service
- f. Dispose of waste materials correctly
- g. Complete the service within a commercially viable time
- h. Keep the client's records up to date, accurate, easy to read and signed by client and therapist
- i. Leave the work area in a suitable condition for further nail services

\* May be assessed through oral questioning.

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



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## Outcome 2

### Be able to consult, plan and prepare for the service with clients

You can:

- a. Use effective consultation techniques
- b. Obtain signed, written, informed consent from the client, or from a parent or guardian if the client is a minor\*
- c. Identify any contra-indications by questioning the client, and record clients responses accurately
- d. Disinfect the client's feet to restore the nails to a natural condition
- e. Assess the client's nail and skin condition, and recommend suitable treatments and products in a clear way to help the client's understanding
- f. Agree a service and outcomes that are acceptable to the client and their needs
- g. Take any necessary action in response to identified contra-indications\*

\*May be assessed through oral questioning.

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





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## Outcome 3

### Be able to carry out pedicure services

You can:

- a. Clean and dry clients' feet
- b. File nails, ensuring that the nail free edge is left smoothed and shaped to the required length
- c. Use the correct buffing technique for the service plan and the client's needs
- d. Use cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e. Remove any excessive hard skin using a foot rasp, as required \*
- f. Use massage techniques and apply the correct quantity and type of massage medium to meet the service plan
- g. Leave the nails feet and lower legs free of any excess massage medium
- h. Apply a suitable base coat, polish and top coat relevant to the client's needs, as required
- i. Complete the service to the client's satisfaction and to meet the agreed service plan
- j. Give the client suitable aftercare advice

\*May be assessed through oral questioning.

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

# Range



You must practically demonstrate that you have:

Used <b>all</b> the consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with <b>at least 1</b> of the necessary actions	Portfolio reference
Encouraging your client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Applied <b>all</b> types of feet and nail treatments	Portfolio reference
Paraffin wax	
Foot masks	
Thermal boots	
Exfoliators	
Produced <b>both</b> types of nail finish	Portfolio reference
Dark colour	
French	
Provided <b>all</b> 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	

# 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 table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

# Knowledge



## Outcome 4

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain the legal significance of gaining signed, informed consent to service	
e. Explain the importance of and reasons for keeping and storing client records	
f. Describe the possible risks of ineffective positioning of clients	
g. Explain why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
h. Describe how to minimise and dispose of waste from services	
i. Explain the importance of completing pedicure services in a commercially viable time	
j. Outline the salon's pricing structures and service times for 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 5

### Understand how to work safely and effectively when providing pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the protective equipment that should be available and why it is important to use it	
b. Describe what contact dermatitis is and how to avoid developing it when carrying out nail services	
c. Describe how to prepare, use and maintain the tools and materials for pedicure services	
d. Compare the different methods of disinfecting and sterilising tools and equipment	
e. Explain the importance of and reasons for disinfecting feet and how to do it effectively	
f. Describe the necessary environmental conditions for nail services and why they are important	
g. Describe how to effectively and safely position tools and materials for pedicure services	
h. Describe the condition in which the work area should be left and why this is important	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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## Outcome 6

### Understand how to perform client consultation

You can:	Portfolio reference / Assessor initials* <sup>c</sup>
a. Describe how to use effective consultation techniques	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills required to find out information	
d. Describe how to conduct nail and skin analysis	
e. Describe the importance of questioning clients to establish any contra-indications to pedicure services	
f. Explain why it is important to record client responses to questioning	
g. Describe the legal significance of client questioning, and of recording the client's responses	
h. Explain why it is important to encourage and allow time for clients to ask questions	
i. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
j. Explain how to prepare service plans	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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## Outcome 7

### Understand contra-indications and contra-actions that affect or restrict pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the contra-indications which require medical referral and why they require referral	
b. Describe the contra-indications that may restrict the service and why they restrict the service	
c. Describe the possible contra-actions which may occur during or after the pedicure service	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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## Outcome 8

### Understand the anatomy and physiology that relates to pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the bones of the foot and lower leg	
b. Describe the muscles of the foot and lower leg	
c. Describe the blood circulation to the foot and lower leg	
d. Describe the structure of the nail unit	
e. Describe the process of nail growth	
f. Describe the structure and function of the skin	
g. Compare the skin characteristics and skin types of different ethnic client groups	
h. Describe natural nail shapes	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





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## Outcome 9

### Understand pedicure services, techniques and products

You can:	Portfolio reference / Assessor initials*
a. Describe how to identify treatable nail and skin conditions	
b. Describe the different types of techniques used within pedicure and how to carry them out	
c. Explain how to select and adapt pedicure services to suit individual client needs (including male clients)	
d. Describe the benefits and effects of foot and nail treatments	
e. Describe the different types of pedicure tools and equipment and how to use them	
f. Describe the effects on the nail and skin of incorrect use of pedicure tools	
g. Explain the importance of filing the free edge straight	
h. Describe the features and benefits of massage movements used in pedicure services	
i. Describe the effects of massage techniques on the nail, skin muscle and underlying structures	
j. Describe the different types of massage mediums and state when they should be used	
k. Explain the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	
l. Explain the importance of recommending a nail finish suitable for 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 9 (continued)

### Understand pedicure services, techniques and products

You can:	Portfolio reference / Assessor initials*
m. Explain the reasons for applying base and top coat and the consequences of not doing so	
n. Describe the correct method of applying and removing different nail finishes	
o. Describe the features and benefits of pedicure products	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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## Outcome 10

### Understand the aftercare advice to provide clients for pedicure services

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare requirements for pedicure services and why they are important	
b. Explain the aftercare products that will benefit the client	
c. Describe the contra-actions that could occur after nail services and what advice to give to clients	
d. State the recommended time intervals between services	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

# Notes

Use this area for making notes and drawing diagrams



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# UB200N4

## Carry out nail art services

This unit is about creating nail art designs on the client's hands and feet. It covers consulting with the client to establish their individual nail art design requirements and recognising any contra-indications that may affect the service. It also covers preparing, applying and finishing the design.

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 good communication with the client.

NOS

**N4**

Level

**2**

Credit value

**4**

GLH

**30**

Observations

**4**

External paper(s)

**1**



# Carry out nail art services

## Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective working methods when providing nail art services
2. Be able to consult, plan and prepare for nail art services with clients
3. Be able to carry out nail art services
4. Know organisational and legal requirements of nail art services
5. Know how to work safely and effectively when providing nail art services
6. Know how to use client consultation, planning and preparation for nail art services
7. Know the contra-indications and contra-actions of nail art
8. Know the structure and growth of nails
9. Know about nail art services
10. Be able to provide aftercare advice for clients following nail art services

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing nail art service.
3. Your assessor will observe your performance on **at least 4 occasions (1 to be carried out on feet)**.
4. From the range statement, you must practically demonstrate that you have:
  - used all the consultation techniques
  - dealt with at least 1 of the necessary actions\*
  - applied all types of nail art techniques
  - provided all types of service advice.

*\* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Maximum service times

The following maximum service times apply to this unit:

Nail art	30 minutes
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## Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.





# Observations

## Outcome 1

### Be able to use safe and effective and safe working methods when providing nail art services

You can:

- a. Prepare the work area, according to legal, hygiene and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene, protection and appearance, according to industry Code of Practice for Nail Services and organisational requirements
- c. Clean all equipment using suitable methods
- d. Position equipment and materials for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury to meet the needs of the service
- f. Dispose of waste materials, according to local authority and the industry Code of Practice for Nail Services
- g. Complete the treatment within a commercially viable time
- h. Leave the treatment area in a suitable condition for further treatments
- i. Keep records up to date, accurate, easy to read and signed

\* May be assessed through oral questioning.

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



## Outcome 2

### Be able to consult, plan and prepare for nail art services with clients

You can:

- a. Use client questioning to identify contra-indications to make-up, recording the client's responses
- b. Provide advice to the client without causing concern or referring to specific medical conditions\*
- c. Refer clients with contra-indicated skin conditions to the senior therapist\*
- d. Obtain signed, written, informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor\*
- e. Check that a parent or guardian is present throughout the treatment for minors\*
- f. Use consultation techniques to identify the client's treatment needs
- g. Encourage clients to ask questions to clarify any points
- h. Assess the client's nail and skin condition, interpreting the information to the client
- i. Prepare the client's hands and feet through disinfection and removal of existing nail polish
- j. Recommend nail art designs and products to suit the client's nail shape and condition
- k. Confirm the service and outcomes, according to the client's needs

\*May be assessed through oral questioning.

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



## Outcome 3

### Be able to carry out nail art services

You can:

- a. Use filing techniques to ensure the nail free edge is left smooth and shaped to the required length
- b. Clean the nail of debris and leave the cuticle neat and tidy and free from any product
- c. Apply a suitable base coat and nail art base, according to the design plan
- d. Use products and tools for nail art techniques, according to industry guidelines
- e. Use sequenced nail art techniques to achieve the required design
- f. Confirm the client's satisfaction with the finished nail art result
- g. Provide suitable aftercare advice to the client

*\* May be assessed through oral questioning.*

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

# Range



You must practically demonstrate that you have:

Have used <b>all</b> the consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Have dealt with <b>at least 1</b> of the necessary actions		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the service cannot be carried out		
Modifying the service		
Have applied <b>all</b> types of nail art techniques		Portfolio reference
Coloured polishes		
Transfers		
Glitters		
Foiling		
Flatstones		
Rhinestones		
Marbling		
Striping		
Dotting		
Freehand		



You must practically demonstrate that you have:

Have provided <b>all</b> types of service advice	Portfolio reference
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in between nail services	

# 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 table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Outcome 4

### Know organisational and legal requirements of nail art services

You can:	Portfolio reference
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail Services	
b. Describe the importance of the Disability Discrimination Act in relation to the salon	
c. Describe why minors should not be given services without informed consent and presence of a parent or guardian	
d. Describe the legal significance of gaining signed, informed consent	
e. Describe how to maintain and store client records in the salon and its importance	
f. Describe the importance of storing client records in accordance with the Data Protection Act	
g. Describe the salon's expected service times and pricing structures for completing nail art services	
h. Describe the importance of completing the service in a commercially viable time	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 5

### Know how to work safely and effectively when providing nail art service

You can:	Portfolio reference
a. Describe own types of personal protective equipment and its importance	
b. Describe the condition contact dermatitis and how to avoid developing it when carrying out nail services	
c. Describe the environmental conditions needed for nail art and their importance	
d. Describe how to prepare, position and use tools and materials for nail art services	
e. Compare the different methods of disinfecting, sterilising and maintaining hygiene of tools and equipment	
f. Describe how to prepare and position yourself and the client for nail art services, avoiding potential discomfort and injury	
g. Describe the principles of avoiding cross-infection and the importance of maintaining standards of general hygiene	
h. Describe how to minimise and dispose of waste from services	
i. Describe the condition in which to leave the work area and its importance	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





## Outcome 6

### Know how to use client consultation, planning and preparation for nail art services

You can:	Portfolio reference
a. Describe how to use consultation techniques to meet the needs of different client groups	
b. Describe the questioning and listening skills used to gather information	
c. Describe how to give advice and recommendations to clients	
d. Describe how to conduct nail and skin analysis	
e. Describe the importance and legal significance of questioning clients and recording responses about contra-indications to nail art services	
f. Describe the importance of providing time and encouragement for clients to ask questions	
g. Describe how to prepare service plans	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 7

### Know the contra-indications and contra-actions of nail art

You can:	Portfolio reference
a. Describe contra-indications requiring medical referral and why	
b. Describe contra-indications which restrict the service and why	
c. Describe the reasons for not naming specific contra-indications and explain the importance of encouraging clients to seek medical advice	
d. Describe the possible contra-actions which may occur during or after the nail art service	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 8

### Know the structure and growth of nails

You can:	Portfolio reference
a. Describe the structure of the nail unit	
b. Describe the process of nail growth	
c. Describe the structure and function of the skin	
d. Compare the skin structure, characteristics and types of different ethnic client groups	
e. Compare the different natural nail shapes encountered during nail art services	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 9

### Know about nail art services

You can:	Portfolio reference
a. Compare the different techniques used within nail art services	
b. Compare the different types and uses of nail art products and tools	
c. Compare the different style and themes of designs available	
d. Describe how to select and combine colours to complement their design	
e. Describe the limitations on the application of nail art designs due to the condition of clients' nails	
f. Describe the maintenance requirements for nail art designs	
g. Describe how to remove nail art designs	

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

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 10

### Be able to provide aftercare advice for clients following nail art services

You can:	Portfolio reference
a. Describe the aftercare and maintenance requirements for nail art services and their importance	
b. Describe beneficial products and tools for the client's home use	
c. Describe client advice for different contra-actions that may occur after nail services	
d. Describe how to resolve accidental damage	
e. State the recommended time intervals for nail art services	

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

*Requirements highlighted in white are assessed in the external paper.*

# Notes

Use this area for making notes and drawing diagrams



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# UB200N5

Apply and maintain nail enhancements to create a natural finish

This unit is about providing services to enhance and maintain nails on the hands and feet, to create a natural finish. It covers consulting with the client to establish their requirements and recognising any contra-indications that may affect the service. It also covers preparing and applying natural tips and clear overlays in either UV gel, liquid and powder or wrap systems, and removing nails enhancements.

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 good communication with the client.



NOS

**N5**

Level

**2**

Credit value

**8**

GLH

**61**

Observations

**6**

External paper(s)

**2**





# Apply and maintain nail enhancements to create a natural finish

## Learning outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when providing nail enhancement services
2. Be able to consult, plan and prepare for the service with clients
3. Be able to apply natural overlays
4. Be able to apply tip and overlays
5. Be able to maintain nail enhancements
6. Be able to remove nail enhancements
7. Understand organisational and legal requirements
8. Understand how to work safely and effectively when providing enhancements, maintenance and removal of nail services
9. Understand how to perform client consultation, treatment planning and preparation for nail enhancements
10. Understand contra-indications that can affect or restrict nail enhancement services
11. Know anatomy and physiology that relate to nail enhancement services
12. Understand nail enhancement services
13. Understand how to maintain and repair nail enhancements
14. Understand how to provide aftercare advice for clients on nail enhancements

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for applying and maintaining nail

enhancements to create a natural finish, using **1** of the following systems:

- gel
  - liquid and powder
  - wrap.
3. Your assessor will observe your performance on **at least 6 occasions, which must include:**
    - **1 for the application of a full set of natural nail overlays**
    - **2 for a full set of tips and overlays**
    - **2 for the maintenance and repair of a full set of nail enhancements**
    - **1 for the removal of a full set of tips and overlays.**
  4. From the range statement, you must practically demonstrate that you:
    - have used all the consultation techniques
    - have carried out **at least 1** of the necessary actions\*
    - have applied all types of services
    - have carried out all types of nail maintenance
    - have provided all types of advice.

*\* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*
  5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

6. 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.

## Maximum service times

The following maximum service times apply to this unit:

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

## Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to use safe and effective methods of working when providing nail enhancement services

You can:

- a. Set up and maintain the work area to meet legal, hygiene, treatment requirements and industry Code of Practice for Nail Services requirements
- b. Maintain personal standards of hygiene, protection and appearance to meet accepted industry Code of Practice for Nail Services and organisational requirements
- c. Clean all tools and equipment and ensure the correct method of cleaning is used
- d. Position equipment and materials for ease and safety of use
- e. Maintain client's comfort and safety at all times
- f. Use chemicals in a safe manner without risk of overexposure to self and clients
- g. Dispose of waste materials safely and correctly
- h. Complete the treatment within a commercially viable time
- i. Leave the work area in a suitable condition for further nail services
- j. Keep the client's records up to date, accurate, easy to read and signed by the client and technician

\*May be assessed through oral questioning.

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



## Outcome 2

### Be able to consult, plan and prepare for the service with clients

You can:

- a. Use effective consultation techniques to record the service plan
- b. Obtain signed, written and informed consent prior to any treatment from the client or from a parent or guardian if the client is a minor\*
- c. Consult effectively with the client to identify any contra-indications, establish their current nail care routine and record the client's responses accurately
- d. Remove any existing nail polish or nail enhancements to restore the nails to a natural condition, if required \*
- e. Identify the condition of the nails and skin
- f. Explain your assessment of the client's nail and skin condition in a clear way to help the client's understanding
- g. Recommend nail enhancements to suit the client's nail shape and condition and agree service and outcomes that are acceptable to the client and meet their needs

\*May be assessed through oral questioning.

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



## Outcome 3

### Be able to apply natural overlays

You can:

- a. Remove skin debris and file the free edge
- b. Remove surface shine to dehydrate the natural nail
- c. Apply overlay to all nails in the correct sequence following manufacturer's instructions
- d. Leave a free margin around the cuticle and side wall area of the nail
- e. Use buff and filing techniques correctly to leave the nail balanced
- f. Take appropriate and prompt remedial action where contra-actions occur during the course of the nail service\*

\*May be assessed through oral questioning.

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



## Outcome 4

### Be able to apply tip and overlays

You can:

- a. Remove skin debris and file the free edge
- b. Remove surface shine to dehydrate the natural nail
- c. Select the correct tip size and customise it to suit the client's natural nail
- d. Correctly adhere tip to the natural nail to ensure longevity
- e. Cut, shape and blend tips ensuring no damage to the natural nail and is undetectable
- f. Dehydrate the natural nail to ensure maximum adhesion of overlay
- g. Apply overlay to all nails in the correct sequence following manufacturer's instructions
- h. Leave a free margin around the cuticle and side wall area of the nail
- i. Use buffing and filing techniques to leave the nail balanced
- j. Take appropriate and prompt remedial action where contra-actions occur during the course of the nail service\*

\*May be assessed through oral questioning.

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



## Outcome 5

### Be able to maintain nail enhancements

You can:

- a. Prepare the nail enhancement prior to product application
- b. Clean and dehydrate exposed natural nail prior to nail maintenance
- c. Use nail maintenance techniques effectively to restore the nail enhancement to its original condition, following manufacturer's instructions
- d. Use buffing and filing techniques to leave the nail balanced
- e. Take appropriate and prompt remedial action where contra-actions occur during the course of the nail maintenance\*

\*May be assessed through oral questioning.

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



## Outcome 6

### Be able to remove nail enhancements

You can:

- a. Remove overlays following manufacturer's instructions
- b. Check the natural nail plate is free from product and undamaged
- c. Take appropriate and prompt remedial action where contractions occur during the course of the nail removal\*
- d. Give client suitable aftercare advice

\*May be assessed through oral questioning.

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





# Range

You must practically demonstrate that you have:

<b>Used <b>all</b> the consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Physical examination	
Reference to client records	
<b>Carried out <b>at least 1</b> of the necessary actions</b>	<b>Portfolio reference</b>
Encouraging the client to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the treatment	
<b>Applied <b>all</b> types of services</b>	<b>Portfolio reference</b>
Full set of natural nail overlays	
Full set of natural tips and overlays	
<b>Carried out <b>all</b> types of nail maintenance</b>	<b>Portfolio reference</b>
Infill	
Rebalance	
<b>Provided <b>all</b> types of advice</b>	<b>Portfolio reference</b>
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals in-between nail services	

# 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 table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

# Knowledge



## Outcome 7

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe own responsibilities under relevant health and safety legislation and the Industry Code of Practice for Nail services	
b. Describe the importance of not discriminating against clients with illnesses and disabilities and why eg Disability Discrimination	
c. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
d. Explain why minors should not be given services without informed and signed parental or guardian consent	
e. Explain the legal significance of gaining signed, informed consent to the service	
f. Explain the importance and reasons for keeping records of clients and their services	
g. Describe the importance of the correct storage of client records in relation to the Data Protection Act	
h. Describe how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients	
i. Describe why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	
j. Explain how to minimise and dispose of waste from nail enhancement services	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 7 (continued)

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Explain the salon's service times for completing nail enhancement services	
l. Explain the importance of completing the service in a commercially viable time	
m. Explain the salon pricing structures	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 8

### Understand how to work safely and effectively when providing enhancements, maintenance and removal of nail services

You can:	Portfolio reference / Assessor initials*
a. Describe the type of personal protective equipment that should be available and why it is important to use it	
b. Describe contact dermatitis and how to avoid developing it when carrying out enhancement, maintenance and removal of nail services	
c. Describe how to prepare and use the tools and materials for the nail system	
d. Compare the different methods of disinfecting and sterilising tools and equipment	
e. Describe how to maintain tools and materials in a clean and hygienic condition	
f. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
g. Explain the necessary environmental conditions for nail services and explain why these are important	
h. Describe how to effectively and safely position tools and materials for the nail service	
i. Describe the condition in which the work area should be left ready and explain why this is important	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 9

### Understand how to perform client consultation, treatment planning and preparation for nail enhancements

You can:	Portfolio reference / Assessor initials*
a. Describe how to use effective consultation techniques	
b. Describe how to give effective advice and recommendations to clients	
c. Describe the questioning and listening skills they need in order to find out information	
d. Describe how to conduct nail and skin analysis	
e. Describe the importance of questioning clients to establish any contra-indications to nail services	
f. Explain why it is important to record client responses to questioning	
g. Describe the legal significance of client questioning and of recording the client's responses	
h. Explain why it is important to encourage and allow time for clients to ask questions	
i. Describe the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical plans	
j. Explain how to prepare service plans	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 10

### Understand contra-indications that can affect or restrict nail enhancement services

You can:	Portfolio reference / Assessor initials*
a. Describe the contra-indications which require medical referral and explain why	
b. Describe the contra-indications which restrict treatment and explain why	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 11

### Know anatomy and physiology that relate to nail enhancement services

You can:	Portfolio reference / Assessor initials*
a. Describe the structure of the nail	
b. Describe the process of nail growth	
c. Describe the structure and function of the skin	
d. Describe the different natural nail shapes you will be likely to come across during nail services and how this can affect your service plan	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





## Outcome 12

### Understand nail enhancement services

You can:	Portfolio reference / Assessor initials*
a. Describe the importance of natural nail preparation prior to nail enhancement services	
b. Describe the key differences between UV gel, liquid and powder, and wrap nail enhancement systems	
c. Describe the advantages and disadvantages of each nail enhancement system	
d. Describe the importance of preparation and safe use of files and buffers to prevent nail and skin damage eg grit, grip and pressure	
e. Explain how to select and use files and buffers for nail enhancement services	
f. Describe the factors that influence the choice of nail enhancement services	
g. Describe the importance of using the correct methods and techniques to avoid overexposure	
h. Explain why it is important to leave a free margin around the cuticle and side wall area	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 12 (continued)

### Understand nail enhancement services

You can:	Portfolio reference / Assessor initials*
i. Describe the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping	
j. Explain the importance of choosing the correct size of tip	
k. Explain the importance of correct tip application and blending	
l. Describe how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 13

### Understand how to maintain and repair nail enhancements

You can:	Portfolio reference / Assessor initials*
a. Describe the techniques for repairing natural nails including splits, cracks, flaking and breakages	
b. Describe the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration	
c. Describe the factors that influence maintenance requirements for each nail system ie infill or re-balance	
d. Explain the importance of selecting and carrying out the correct removal techniques for each nail system	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 14

### Understand how to provide aftercare advice for clients on nail enhancements

You can:	Portfolio reference / Assessor initials*
a. Describe the aftercare and maintenance requirements for nail enhancements and why these are important	
b. State recommended intervals between nail enhancements and why these are important	
c. Describe the contra-actions that could occur during and after nail services and what advice to give to clients	
d. Describe suitable aftercare products and how to apply them	
e. Explain how to deal with accidental damage	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.