



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. Repairing and removing nail enhancements is also required.

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# N5

# *nail*

# *enhancements*



# Unit N5 (City & Guilds Unit 041)

## Apply and maintain nail enhancements to create a natural finish

### *Mandatory*



Nail enhancements

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### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for extending, maintaining and repairing nails.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your assessor will observe you on at least **six** occasions, your assessor will want to see you complete **one** application of a full set of natural nail overlays, **two** full sets of tips and overlays, **two** maintenance and repair of a full set of nail enhancements and **one** removal of a full set of tips and overlays.

You must carry out correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

All the observations must be with real clients in a salon setting – simulation is not allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from 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.

When carrying out a nail enhancement service all related health, safety and hygiene practice must be followed at all times.

This unit has seven outcomes. As they are linked, you can be observed by your assessor at the same time for each.

#### **Outcome 1**

**Maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements**

#### **Outcome 2**

**Consult, plan and prepare for the nail enhancement services**

#### **Outcome 3**

**Apply natural overlays**

#### **Outcome 4**

**Apply tip and overlays**

#### **Outcome 5**

**Maintain nail enhancements structures**

#### **Outcome 6**

**Remove nail enhancements**

#### **Outcome 7**

**Provide aftercare advice**





## Unit N5 (City & Guilds Unit 041)

### Apply and maintain nail enhancements to create a natural finish

#### *Mandatory (continued)*

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Level 2 NVQ/SVQ Nails

iStockphoto.com/O'Driscoll Imaging

#### What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

##### **Used all of the following consultation techniques:**

Questioning

Visual

Physical examination

Reference to client records

##### **Dealt with at least one of the following necessary actions\*:**

Encouraging the client to seek medical advice

Explaining why the service cannot be carried out

Modifying the service

\* However, you must prove to your assessor that you are able to deal with the other

**two.**

##### **Applied all types of nail services:**

Full set of natural nail overlays

Full set of natural tips and overlays

##### **Carried out all types of nail maintenance techniques:**

Infill

Rebalance

##### **Provided all types of advice:**

Suitable aftercare products and their use

Avoidance of activities which may cause contra-actions

Recommended time intervals in-between nail services

#### What you must know

You will be assessed on your knowledge of the following:

##### Organisational and legal requirements

How to work safely and effectively when providing enhancements, maintenance and removal of nail services

Consult, plan and prepare for the treatment with clients

Contra-indications and contra-actions

Anatomy and physiology

Nail enhancement services

Maintenance and repair

Aftercare advice for clients

This may be completed through practical activities, written and oral questioning by your assessor, or an online test. For details of what you must know, see pages 17–21.



*Nail extensions can be a strong fashion statement.*

Image courtesy of Odyssey Nail Systems UK

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## Useful words

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Some terms that you will come across in this unit are explained below.

**Dehydrate** The process of removing moisture and oil from the natural plate to assist adherence of the artificial nail products.

**Modification** This is any way that you have adapted the treatment according to the client treatment requirements. For nail services, this could be that the client's nail condition/shape requires adaptation of the application technique to correct the identified problem. Always record any treatment modification on the client record card.

**Nail and skin products** These are used during artificial nail service application and include: consumables, nail and skin cleanser, acetone and non-acetone nail polish remover, cuticle oil, tips, artificial nail system products, base coat, top coat, coloured nail polishes and nail polish drier.

**Nail and skin treatment tools** These are used during application, maintenance and repair and include: nail files, orange sticks, hoof sticks or cuticle pusher, cuticle knife, cuticle nippers, nail buffer and nail scissors.

**Nail extension** An artificial nail system applied to the natural nail for repair or to increase nail length.

**Nail repair** When a nail that has been extended or natural nail requires repair, it should be completed using the relevant type of nail system.

**Natural nail overlays** Coating the natural nail with materials used in repairs or extensions to keep the nail strong.

**Service advice** Recommendations given to the client following treatment. These instructions ensure the nails are maintained in optimum condition and prevent an unwanted contra-action.

**Service plan** Following the consultation, a suitable nail system is selected to treat the client's nail condition and needs.

**Tips and overlays** A nail tip is applied and is then overlaid with the chosen artificial nail system overlay (according to manufacturer's instructions) which strengthens the tip.

**Wrap** A fibreglass or silk nail system is commonly used to overlay natural nails or artificial tips adding strength.

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Nail enhancements



“  
*Unsurprisingly, nail services involve work on natural nails! It's really important to learn about and understand the whole nail unit. This is still true when doing nail enhancements!*  
Marian Newman

”



# Observation sign-off sheet

*Unit N5 Apply and maintain nail enhancements to create a natural finish*

## What you must do

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Level 2 NVQ/SVQ Nails

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **six** separate occasions. Your assessor will want to see you have applied **one** full set of natural nail overlays, **two** full sets of tips and overlays, **two** maintenance and repair of a full set of nail enhancements and **one** removal of a full set of tips and overlays.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

### Outcome 1

**Maintain safe and effective methods of working when enhancing, maintaining and removing nails by:**

- a Preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b Ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c Wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d Ensuring all tools and equipments are cleaned using the correct methods
- e Effectively disinfecting your hands prior to **nail services**
- f Selecting and correctly positioning suitable equipment, materials and products for the **nail services**
- g Ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- h Ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
- i Using chemicals in a safe manner without risk of overexposure to self and clients
- j Disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services

“

*Hot oil manicures are recommended for clients with ridged and brittle nails or dry cuticles.*

Alex Fox

”

*Continues on next page*

- k Ensuring that the service is cost effective and is carried out within a commercially viable time
- l Leaving the work area and equipment in a condition suitable for further nail services
- m Ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician



Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IV signature (if sampled)								

*Continues on next page*

Image courtesy of NSI (UK) Ltd\_www.nsinails.co.uk



“  
*Every single hand and individual lifestyle is different. This means the variety of nail conditions and shapes is as wide as there are people in the world!*  
 Marian Newman  
 ”



## Observation sign-off sheet

*Unit N5 Apply and maintain nail enhancements to create a natural finish*

### What you must do (continued)

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Level 2 NVQ/SVQ Nails



“

*A home care regime is as important as the salon service. Make sure the client is armed with the correct professional products. These must always be readily available in the salon's retail section.*

Alex Fox

”

### Outcome 2

#### Consult, plan and prepare for the nail enhancement services by:

- a Using **consultation techniques** in a polite and friendly manner to record the service plan
- b Obtaining signed, written informed consent from the client prior to carrying out the service
- c Ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service \*
- d Ensuring that a parent or guardian is present throughout the service for minors under the age of 16 \*\*
- e Asking your client appropriate questions to identify if they have any contra-indications to nail services
- f Accurately recording your client's responses to questioning
- g Encouraging clients to ask questions to clarify any points
- h Ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern \*\*\*
- i Effectively disinfecting the area to be treated
- j Effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- k Accurately identifying the condition of the nails and skin
- l Explaining your assessment of the client's nail and skin condition in a clear way to help their understanding

*Continues on next page*

- m Recommending nail enhancements to suit the client's nail shape and condition
- n Taking the necessary action in response to any identified contra-indications \*\*\*\*
- o Agreeing the service and outcomes that are acceptable to your client and meet their needs



Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IV signature (if sampled)								

- \* Covered by observation  Date
- Covered by oral questioning  Date
- \*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\* Covered by observation  Date
- Covered by oral questioning  Date
- \*\*\*\* Covered by observation  Date
- Covered by oral questioning  Date

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**Timing tip**

*A suggested service time for applying nail tips is 45 mins, and for applying nail tips and overlays is up to 60 mins. However, always refer to manufacturers' guidelines.*

iStockphoto.com/Olga Vasilkova (left)

Image courtesy of The Edge



*Give your client the individual look they want with stunning nails!*





# Observation sign-off sheet

*Unit N5 Apply and maintain nail enhancements to create a natural finish*

## What you must do (continued)

**Hints and tips**

*You must inform clients how to care correctly for their nails after the service. It is good practice to provide the client with a written aftercare leaflet.*

### Outcome 3

**Apply natural overlays by:**

- a Removing skin debris to leave the cuticle neat and undamaged
- b Filing the free edge to achieve the required shape and length
- c Removing surface shine and dehydrating the natural nail to ensure maximum adhesion of overlay
- d Applying overlay to all nails in the correct sequence following manufacturers' instructions
- e Leaving a free margin around the cuticle and side wall area of the nail
- f Using buffing and filing techniques correctly to leave the nail balanced with a smooth even surface shine to the required shape and length
- g Taking appropriate and prompt remedial action where contra-actions occur during the course of the **nail service** \*

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IV signature (if sampled)								

\* Covered by observation  Date \_\_\_\_\_  
 Covered by oral questioning  Date \_\_\_\_\_

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## Outcome 4

### Apply tip and overlays by:

- a Removing skin debris to leave the cuticle neat and undamaged
- b Filing the free edge to achieve the required shape and length
- c Removing surface shine and dehydrating the natural nail to ensure maximum adhesion of tip
- d Selecting the correct tip size and customising it to suit the client's natural nail
- e Correctly adhering tip to the natural nail to ensure longevity
- f Ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable
- g Dehydrating the natural nail to ensure maximum adhesion of overlay
- h Applying overlay to all nails in the correct sequence following manufacturer's instructions
- i Leaving a free margin around the cuticle and side wall area of the nail
- j Using buffing and filing techniques to leave the nail balanced with a smooth even surface shine to the required shape and length
- k Taking appropriate and prompt remedial action where contra-actions occur during the course of the **nail service** \*



### Hints and tips

*A modification is any way that you have adapted the treatment according to the client treatment requirements. This could be that the client has the joint disease arthritis, which will restrict the massage techniques that may be applied.*

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IV signature (if sampled)								

- \* Covered by observation  Date \_\_\_\_\_  
 Covered by oral questioning  Date \_\_\_\_\_

*Continues on next page*



# Observation sign-off sheet

*Unit N5 Apply and maintain nail enhancements to create a natural finish*

## What you must do (continued)

**Hints and tips**

*Some base coats have formulations to treat specific nail conditions. These may be applied if available and may also be purchased by your client to use at home.*

### Outcome 5

**Maintain nail enhancements by:**

- a Preparing the nail enhancement prior to product application
- b Ensuring the exposed natural nail is cleaned and dehydrated prior to **nail maintenance**
- c Using nail maintenance techniques effectively to restore the nail enhancement to its original condition, following manufacturer's instructions
- d Using buffing and filing techniques to leave the nail balanced with a smooth even surface shine to the required shape and length
- e Taking appropriate and prompt remedial action where contra-actions occur during the course of the **nail maintenance** \*

Observation	1	2	3	4	5	6		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date								
Candidate signature								
Assessor signature								
IV signature (if sampled)								

\* Covered by observation  Date \_\_\_\_\_  
 Covered by oral questioning  Date \_\_\_\_\_

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# Observation sign-off sheet

*Unit N5 Apply and maintain nail enhancements to create a natural finish*

## What you must cover

**Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.**

### Consultation techniques

Tick the consultation techniques used for each observation.  
You must use **all** types of consultation techniques.

- Questioning

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- Visual

---

- Physical examination

---

- Reference to client records

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1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Necessary action

Tick the necessary action taken if it occurs during an observation.  
You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

- Encouraging the client to seek medical advice

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- Explaining why the service cannot be carried out

---

- Modifying the service

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1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Nail services

Tick the type of nail service covered during each observation.  
You must have carried out **both** types of service.

- Full set of natural nail overlays

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- Full set of natural tips and overlays

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1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*





# Comment form

## Unit N5

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

### Comments

### Date

1

2

3

4

5

6



# Knowledge sign-off sheet

## Unit N5 Apply and maintain nail enhancements to create a natural finish

### What you must know



Nail enhancements

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You need to understand:

Evidence type

#### Organisational and legal requirements

1	your responsibilities under relevant health and safety legislation and the industry Code of Practice for Nail Services	E3
2	the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3
3	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
4	why minors should not be given services without informed and signed parental or guardian consent	E3
5	the legal significance of gaining signed, informed client consent to the service	E3
6	the importance and reasons for keeping records of clients, their services and gaining client signatures	E3
7	the importance of the correct storage of client records in relation to the Data Protection Act	E3
8	how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients	E3
9	why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3
10	how to minimise and dispose of waste from nail enhancement services	E3
11	your salon service times for completing nail enhancement services	E3
12	the importance of completing the service in a commercially viable time	E3
13	the salon pricing structure	E3

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

*Continues on next page*



# Knowledge sign-off sheet

## *Unit N5 Apply and maintain nail enhancements to create a natural finish*

### What you must know (continued)

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Level 2 NVQ/SVQ Nails

You need to understand:	Evidence type
<b>How to work safely and effectively when providing enhancements, maintenance and removal of nail services</b>	
14 the type of personal protective equipment that should be available and used by yourself	E3
15 why it is important to use personal protective equipment	E3
16 what is contact dermatitis and how to avoid developing it when carrying out enhancement, maintenance and removal of nail services	E3
17 how to prepare and use tools, equipment and materials for the nail system	E3
18 methods of disinfecting and sterilising tools and equipment	E3
19 how to maintain tools and materials in a clean and hygienic condition	E3
20 the importance of and reasons for disinfecting hands and how to do this effectively	E3
21 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	E3
22 how to effectively and safely position tools and materials for the nail service	E3
23 the condition in which the work area should be left and why this is important	E3
<b>Consult, plan and prepare for the treatment with clients</b>	
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3

*Continues on next page*

You need to understand:	Evidence type
25 how to give effective advice and recommendations to clients	E3
26 the questioning and listening skills you need in order to find out information	E3
27 how to conduct a nail and skin analysis	E3
28 the importance of questioning clients to establish any contra-indications to nail services	E3
29 why it is important to record client responses to questioning	E3
30 the legal significance of client questioning and of recording the client's responses	E3
31 why it is important to encourage and allow time for clients to ask questions	E3
32 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	E3
33 how to prepare service plans	E3
<b>Contra-indications and contra-actions</b>	
34 the types of conditions and disorders that may contra-indicate the service and why (eg fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation or damage, severe eczema, psoriasis and dermatitis)	E3
35 the types of conditions and disorders that may restrict the service and why (eg minor nail separation, minor eczema, psoriasis and dermatitis, severely bitten or damaged nails, unknown swelling and redness)	E3
36 the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner	E3
37 the contra-actions which may occur during or after the service and how to deal with them (eg allergic reactions, overexposure and exo-thermic reaction, bacterial infections, nail separation, lifting of product, premature loss of extension)	E4



*Continues on next page*



# Knowledge sign-off sheet

## *Unit N5 Apply and maintain nail enhancements to create a natural finish*

### What you must know (continued)

20

Level 2 NVQ/SVQ Nails

You need to understand:	Evidence type
<b>Anatomy and physiology</b>	
38 the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, perionychium, free edge, the lateral nail fold)	E4
39 the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)	E4
40 the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)	E4
41 the different natural nail shapes you are likely to come across during nail services (eg hook, spoon, fan) and how this can affect your service plan	E4
<b>Nail enhancement services</b>	
42 the importance of natural nail preparation prior to nail enhancement services	E3
43 the key differences between UV gel, liquid and powder and wrap nail enhancement systems	E4
44 the advantages and disadvantages of each nail enhancement system	E4
45 the importance of preparation and safe use of files and buffers to prevent nail and skin damage (eg grit, grip and pressure)	E3
46 how to select and use files and buffers for nail enhancement services	E3
47 the factors that influence the choice of nail enhancement services	E4
48 the importance of using the correct methods and techniques to avoid overexposure	E4
49 why it is important to leave a free margin around the cuticle and side wall area	E3

*Continues on next page*

You need to understand:	Evidence type
50 the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping	E3
51 the importance of choosing the correct size of tip	E3
52 the importance of correct tip application and blending	E3
53 how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue	E4
<b>Maintenance and repair</b>	
54 the techniques for repairing natural nails including splits, cracks, flaking and breakages	E4
55 the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration	E4
56 the factors that influence maintenance requirements for each nail system (ie in-fill or re-balance)	E3
57 the importance of selecting and carrying out the correct removal techniques for each nail system	E3
<b>Aftercare advice for clients</b>	
58 aftercare, maintenance and removal requirements for nail enhancements and why these are important	E3
59 recommended intervals between nail enhancement services	E4
60 the contra-actions that could occur after nail services and what advice to give to clients	E3
61 suitable home care products and how to apply them	E3
62 how to deal with accidental damage	E4
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if cross-unit knowledge was an online test	<input type="radio"/> Date



Nail enhancements 21

Image courtesy of The Edge



**Hints and tips**

*Plastic dappen dishes can make your life easier by holding acrylic liquids and powders.*



# Supplementary notes

## Unit N5

Your assessor may use this space for any additional comments they may have about your work.

**Comment**

**Date**


## Unit sign-off

**This section must be signed when the unit is complete.**  
We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IV signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EV signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

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City & Guilds  
1 Giltspur Street  
London EC1A 9DD  
T +44 (0)844 543 0000  
F +44 (0)20 7294 2400  
[www.cityandguilds.com](http://www.cityandguilds.com)  
[learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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