

SVQ 2 in Nail Services at SCQF Level 5 (6011-03)

Version 1.0 (May 2016)

Qualification HandBook

Qualification at a glance

Subject area	Beauty
City & Guilds number	6011
Entry requirements	None
Assessment types	Portfolio; Short Answer; Multiple Choice; Assignment
Approvals	Approval application required
Support materials	Assignment/Assessment guide for centres; Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 SVQ in Nail Services	6011-03	G9W1 22

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	
Who is the qualification for?	<p>The SVQ 2 in Nail Services at SCQF Level 5 is designed for learners who work in or wish to pursue a career in the nail services.</p> <p>The SVQ provides the necessary skills and knowledge that prove occupational competence as a nail technician.</p>
What does the qualification cover?	<p>This qualification allows candidates to learn, develop and practice the skills required to provide a range of nail services.</p> <p>The SVQ covers a range of skills and knowledge such as providing manicure, pedicure, nail art, gel polish services and applying nail enhancements.</p>
Is it part of an apprenticeship framework or initiative?	No.
Who did we develop the qualification with?	This qualification has been developed with habia.
What opportunities for progression are there?	<p>Learners may progress into employment and/or to the following City & Guilds qualification:</p> <ul style="list-style-type: none">• SVQ 3 in Nail Services at SCQF Level 6

Structure

To achieve the **City & Guilds SVQ 2 in Nail Services at SCQF Level 5**, learners must achieve the 7 mandatory units.

City & Guilds unit number	Unit title	SCQF credit	SCQF Level
Mandatory			
206	Provide manicure services	6	5
207	Develop and maintain your effectiveness at work	3	5
208	Provide pedicure services	6	5
209	Provide gel polish services	8	5
211	Carry out nail art services	7	6
212	Apply and maintain nail enhancements to create a natural finish	8	6
213	Fulfil salon reception duties	5	5
Additional – <u>may</u> be taken in addition to the 7 mandatory units			
202	Enhance the appearance of the eyebrows	4	5
203	Enhance the appearance of the eyelashes	5	5

2 Centre requirements

Approval

If your Centre is approved to offer the qualification 3011-04/3011-92 SVQ 2 in Nail Services at SCQF Level 5 you can apply for the new 6011-03/6011-94 SVQ 2 in Nail Services at SCQF Level 5 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the City & Guilds Centre Manual for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- hold a SVQ 2 in Nail Services at SCQF Level 5 or equivalent
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

The assessor must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- have an in-depth technical knowledge of the qualification
- complete a minimum of 30 CPD hours per annum (1 Sep-31 Aug).

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Please refer to the Assessor Guide document for details on the role of the supervisors and managers as witnesses.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

The SVQ 2 in Nail Services at SCQF Level 5 is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.
- If the candidate understands the people involved in the assessment and how to evidence their performance at work and compile a portfolio of evidence

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
Assignment/Assessment guide for centres	www.cityandguilds.com
Assessment pack	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. Copies of City & Guilds recording documents can be downloaded from the City & Guilds website.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

4 Assessment

Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved/completed the essential knowledge and understanding requirements

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Externally set online test OR paper-based short answer question test	Online test number 6011-590 Short answer papers and marking guides available on City & Guilds website
206	Provide manicure services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-506 Short answer papers and marking guides available on City & Guilds website
207	Develop and maintain your effectiveness at work	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-507 Short answer papers and marking guides available on City & Guilds website
208	Provide pedicure services	Portfolio and Externally set online test OR paper-based short answer question test	Online test number 6011-508 Short answer papers and

Unit	Title	Assessment method	Where to obtain assessment materials
			marking guides available on City & Guilds website
209	Provide gel polish services	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-509 Short answer papers and marking guides available on City & Guilds website
211	Carry out nail art services	Portfolio and Assignment	Assignment available on City & Guilds website
212	Apply and maintain nail enhancements to create a natural finish	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-512 Short answer papers and marking guides available on City & Guilds website
213	Fulfil salon reception duties	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-513 Short answer papers and marking guides available on City & Guilds website
Additional units			
202	Enhance the appearance of the eyebrows	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-502 Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
203	Enhance the appearance of the eyelashes	Portfolio and Online test OR paper-based short answer question test	Online test number 6011-503 Short answer papers and marking guides available on City & Guilds website

Assessment strategy

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and habia.

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from the strategy can be found in the Qualification Handbook and the Assignment/Assessment guide for centres documents, in addition a full copy of the strategy can be downloaded from the habia website.

The strategy specifies the evidence requirements for each unit. These are included in the supporting evidence section of each unit in the handbook.

The strategy specifies that candidates **must** sit externally set questions for the following units:

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
SVQ 2 in Nail Services at SCQF Level 5			
	n/a	5	Cross unit knowledge test
206	NS2	5	Provide manicure services
208	NS3	5	Provide pedicure services

City & Guilds has also produced assessments for all the remaining units.

For more information on how this qualification is assessed, please refer to the Assessor Guide document.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's **previous non-certificated achievements** to demonstrate competence or achievement within a unit or qualification. RPL allows an individual to avoid unnecessary learning, meaning that they can present for summative assessment without repeating learning in areas where they will be able to show that they can meet the learning outcome(s).

It remains the role of assessors and quality assurance staff to ensure that evidence for RPL meets the relevant outcomes of the qualification.

The centre manual contains further information on RPL.

5 Units

Units

The qualifications comprise of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

Evidence requirements detail the types of, and a minimum amount of, evidence candidates must produce to demonstrate that they are competent, and the areas of the standards in which performance evidence is essential. The evidence requirements also explain when and under what conditions simulation may be used to generate evidence of performance.

Range statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied. There are two types of range: practical and knowledge. Practical range is specific to learning outcome which assess competence/practical skills. Knowledge range is specific to learning outcomes which assess knowledge and understanding. The units are underpinned with expected values, behaviours and skills. These are detailed in Appendices 1, 2 and 3.

Unit numbering

Unit numbers in the National Occupational Standards begin with either 'BT' for Beauty, or 'NS' for Nails. City & Guilds unit numbers (three digit number placed in front of unit titles in both the handbook and logbooks) are to be used for candidate registration and certification entries.

Unit 206

Provide manicure services (SKANS2)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing manicure services to clients. It covers consulting with the client, recognising any contra-indications, preparing for the service and producing a service plan. It also covers shaping and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing manicure services2. consult, plan and prepare for manicure services3. carry out manicure services
Relationship to NOS:	SKANS2
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing manicure services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for manicure services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take necessary action
- P17 agree the service and outcomes that meet the client's needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 cleanse the area to be treated and remove any existing nail finish
- P20 identify the condition of the nails and skin
- P21 recommend treatments and products for the client's skin type and nail condition

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service

Outcome

3 Carry out manicure services

You must be able to:

- P22 confirm the desired nail length and shape with the client
- P23 shape the nails to ensure a smooth free edge
- P24 use tools and products to remove excess cuticle, without damaging the surrounding skin
- P25 create a smooth surface shine to the nail plate using buffing techniques
- P26 select and apply hand and nail treatments to suit your client's skin and nail condition
- P27 perform massage sequence to meet the needs of the client and the service plan
- P28 ensure the nail area is clean, dry and free of product
- P29 apply a base coat relevant to the client's needs
- P30 apply nail finish and top coat in the required sequence
- P31 ensure the cuticle and nail wall are free of product
- P32 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
- P33 give your client advice and recommendations on the service provided

P34 ensure the client's records are completed and signed by you and the client

Range

- (P26) **Hand and nail treatments:** paraffin wax
hand masks
thermal mitts
exfoliators
- (P30, P32) **Nail finish:** dark colour
French
buffed
- (P33) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
recommended time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing manicure services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and your client and why using these are important
- K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the contra-actions that could occur, how to deal with them and what advice to give to clients
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
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- The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for manicure services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
K16 how to complete a consultation taking into account client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the reasons for agreeing a service that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to carry out the service
K21 the legislative requirements for storing and protecting client data
K22 the necessary action to take in relation to specific contra-indications when referring clients
K23 how to recognise contra-indications that would prevent or restrict the service
K24 the contra-indications requiring medical referral and why
K25 the reasons for not naming specific contra-indications when referring clients
K26 the different types of treatable skin and nail conditions
K27 how to conduct a nail and skin analysis
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K23) **Contra-indications:** which prevent treatment:
- fungal infections
-

- viral infections
- parasitic infections
- severe skin conditions
which restrict treatment:
- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones

(K26) **Nail conditions:** bitten
discoloured
misshapen
split
ridged
dry
dehydrated
brittle
pitted

Outcome

6 Carry out manicure services

You need to know and understand:

- K28 the different natural nail shapes you are likely to come across during manicure services
- K29 the techniques used within manicure and how to carry them out
- K30 the different types of manicure products, tools and equipment and how to use them
- K31 the effects on the nail and skin of the incorrect use of products and equipment
- K32 the features and benefits of hand and nail products, services and treatments
- K33 how to adapt the manicure service to suit individual client needs
- K34 the different types of massage techniques used in a manicure service
- K35 the effects of massage techniques on the nails, skin, muscles and underlying structures
- K36 why it is important to clean and dry the natural nail prior to applying a nail finish
- K37 the importance of recommending a nail finish suitable for the client
- K38 the methods of applying different nail finishes
- K39 the methods used to remove different nail finishes, including gel polish and nail art
- K40 the anatomy of the hand and lower arm
- K41 the structure of the nail
- K42 the process of nail growth
- K43 the function and structure of the skin
- K44 the contra-actions that could occur, how to deal with them and what advice to give to clients
- K45 the advice and recommendations on products and services

Range

(K28) **Natural nail shapes:** fan

- hook
- spoon
- oval
- square
- (K40) **Anatomy:** the bones of the hand and lower arm
the muscles of the hand and lower arm
the blood circulation to the hand and lower arm
- (K41) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K42) **Nail growth :** nail formation
growth rate
factors affecting growth
the effects of damage on growth
nail thickness
- (K43) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages
- (K45) **Advice and recommendations:** additional services
additional products

Unit 206

Provide manicure services (SKANS2)

Supporting Information

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 services.
3. Your assessor will observe your performance on **at least 3 occasions on 3 different clients**.
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **all** types of hand and nail treatments
 - applied **all** types of nail finish
 - provided **all** types of treatment advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Unit level:	SCQF 5
Unit aim:	This standard 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.
Relationship to NOS:	SKACHB12
Endorsed by	habia

Outcome

- 1 Improve your personal performance at work

You must be able to:

- P1 identify your own strengths and weaknesses and discuss them with the relevant person
- P2 find out more information from relevant people to perform a task when the
- P3 seek feedback from relevant people about how you can improve your performance
- P4 ask your colleagues for help and take opportunities to learn when they are available
- P5 seek help from relevant people when you are unable to obtain learning opportunities relating to your work
- P6 regularly review developments in hairdressing and related areas
- P7 agree realistic work targets with the relevant person
- P8 regularly review your progress towards achieving your agreed targetsplan
- P9 use the results of your reviews to develop your future personal development plan>

Range

- (P4) **Opportunities to learn:** from colleagues and other relevant people
active participation in training and development activities
active participation in salon activities
- (P7) **Targets:** productivity
personal development

Outcome

- 2 Work effectively as part of a team

You must be able to:

- P10 agree ways of working together to achieve objectives
 - P11 ask for help and information from your colleagues, when necessary
 - P12 respond to requests for assistance from colleagues
 - P13 anticipate the needs of others and offer assistance within your capabilities
 - P14 make effective use of your time throughout your working day
 - P15 report problems likely to affect salon services to the relevant person
 - P16 resolve misunderstandings with your colleagues
-

Range

- (P13) **Assistance:** on a one-to-one basis
in a group
-

Outcome

- 3 Improve your personal performance at work

You need to know and understand:

- K1 your job role and responsibilities and how this relates to the role of other team members
 - K2 how to get information about your job, your work responsibilities and the standards expected of you
 - K3 how to find out relevant information about other people's areas of responsibility>
 - K4 why it is important to work within your job responsibilities and what might happen if you do not do so
 - K5 how to identify your own strengths and weaknesses
 - K6 the importance of meeting your personal development and productivity targets and timescales
 - K7 the importance of continuous professional development and how it affects your job role
 - K8 who can help you identify and obtain opportunities for your development and training
 - K9 the limits of your own authority and that of others in relation to giving assistance
 - K10 the standards of behaviour that are expected of you when working in the salon
 - K11 your salon's appeals and grievance procedures
 - K12 the commercially viable range of times for the performance of hairdressing services offered
 - K13 how using the National Occupational Standards can help you identify your development needs
 - K14 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
 - K15 the importance of continually using and updating your own personal plan
-

Outcome

- 4 Work effectively as part of a team

You need to know and understand:

- K16 why harmonious working relationships are important
-

- K17 how to react positively to reviews and feedback and why this is important
- K18 support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements
- K19 how to manage your time effectively
- K20 who to report to when you have difficulties in working with others>
- K21 how to deal with relationship difficulties and conflicts when working with others
- K22 the questioning and listening skills you need in order to find out information

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Supporting Information

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. Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion**.
4. 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 on a one to one basis and in a group
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 208

Provide pedicure services (SKANS3)

Unit level:	SCQF 5
Unit aim:	<p>This standard 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 shaping the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing a suitable nail finish.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing pedicure services2. consult, plan and prepare for pedicure services3. carry out pedicure services
Relationship to NOS:	SKANS3
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing pedicure services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements

P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for pedicure services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take necessary action
 - P17 agree the service and outcomes that meet the client's needs
 - P18 obtain signed, informed consent from the client prior to carrying out the service
 - P19 cleanse the area to be treated and remove any existing nail finish
 - P20 identify the condition of the nails and skin
 - P21 recommend treatments and products for the client's skin type and nail condition
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service
-

Outcome

3 Carry out pedicure services

You must be able to:

- P22 clean and dry the client's feet
 - P23 confirm the desired nail length and shape with the client
 - P24 shape the nails to ensure a smooth free edge
 - P25 use tools and products to remove excess cuticle, without damaging the surrounding skin
 - P26 remove excess hard skin, without causing discomfort to the client
 - P27 select and apply foot and nail treatments to suit your client's skin type and nail condition
 - P28 apply massage sequence to meet the needs of the client and the service plan
 - P29 ensure the nail area is clean, dry and free of product
 - P30 apply a base coat relevant to the client's needs
 - P31 apply nail finish and top coat, in the required sequence
-

- P32 ensure the cuticle and nail wall are free of product
P33 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
P34 give your client advice and recommendations on the service provided
P35 ensure the client's records are completed and signed by you and the client
-

Range

- (P27) **Foot and nail treatments:** paraffin wax
foot masks
thermal boots
exfoliators
- (P31, P33) **Nail finish:** dark colour
French
buffed
- (P34) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
recommended time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing pedicure services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
K2 the legal and organisational requirements for client preparation
K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
K4 safe positioning techniques for yourself and your client and why using these are important
K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
K6 why it is important to keep your work area clean and tidy
K7 methods of cleaning, disinfection and sterilisation
K8 methods of working safely and hygienically and which minimise the risk of cross-infection
K9 the different types of working methods that promote environmental and sustainable working practices
K10 the contra-actions that could occur, how to deal with them and what advice to give to clients
K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13 the legal requirements for waste disposal
K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
-

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items
- using recycled, eco-friendly furniture
- using low chemical paint
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

- 5 Consult, plan and prepare for pedicure services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
- K16 how to complete a consultation taking into account client's diverse needs
- K17 the legal requirements for providing treatment to minors under 16 years of age
- K18 the age at which an individual is classed as a minor and how this differs nationally
- K19 the reasons for agreeing a service that meets the client's needs
- K20 the legal significance of gaining signed, informed client consent to carry out the service
- K21 the legislative requirements for storing and protecting client data
- K22 the necessary action to take in relation to specific contra-indications when referring clients
- K23 how to recognise contra-indications that would prevent or restrict the service
- K24 the contra-indications requiring medical referral and why
- K25 the reasons for not naming specific contra-indications when referring clients
- K26 the different types of treatable skin and nail conditions
- K27 how to conduct a nail and skin analysis

Range

- (K16) **Diverse needs:** cultural
- religious

age
disability
gender

(K23, **Contra-indications:** which prevent treatment:

K24) - fungal infections
- viral infections
- parasitic infections
- severe skin conditions
which restrict treatment:

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones
- ingrown toe nails
- bunions
- hammer toes

(K26) **Nail conditions:** discoloured

misshapen

split

ridged

dry

dehydrated

brittle

pitted

Outcome

6 Carry out pedicure services

You need to know and understand:

K28 the different natural nail shapes you are likely to come across during pedicure services

K29 the techniques used within pedicure and how to carry them out

K30 the different types of pedicure products, tools and equipment and how to use them

K31 the effect on the nails and skin of the incorrect use of products and equipment

K32 the features and benefits of different foot and nail products, services and treatments

K33 how to adapt a pedicure service to suit individual client needs

K34 the different types of massage techniques used in a pedicure service

K35 the effects of massage techniques on the nails, skin, muscles and underlying structures

K36 why it is important to clean and dry the natural nail prior to applying a nail finish

K37 the reasons for recommending a nail finish to suit the client's needs

K38 the methods of applying different nail finishes

K39 the methods used to remove different nail finishes, including gel polish and nail art

K40 the anatomy of the foot and lower leg

K41 the structure of the nail

- K42 the process of nail growth
K43 the function and structure of the skin
K44 the contra-actions that could occur, how to deal with them and what advice to give to clients
K45 the advice and recommendations on products and services
-

Range

- (K28) **Natural nail shapes:** fan
hook
spoon
oval
square
- (K40) **Anatomy:** the bones of the foot and lower leg
the muscles of the foot and lower leg
the blood circulation to the foot and lower leg
- (K41) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K42) **Nail growth:** nail formation
growth rate
factors affecting growth
the effects of damage on growth
nail thickness
- (K43) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages
- (K45) **Advice and recommendations:** additional services
additional products

Unit 208

Provide pedicure services (SKANS3)

Supporting Information

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 on 3 different clients**.
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - applied **all** types of foot and nail treatments
 - produced **all** types of nail finish
 - provided **all** types of advice and recommendations.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 209

Provide gel polish service (SKANS6)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing gel polish services to clients. It covers client preparation and consultation to produce a service plan. It also covers application and removal techniques.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of the standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing gel polish services2. consult, plan and prepare for gel polish services3. apply gel polish4. remove gel polish
Relationship to NOS:	SKANS6
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing gel polish services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

- 2 Consult, plan and prepare for gel polish services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take the necessary action
- P17 agree the service and outcomes that meet the client's needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 cleanse the area to be treated and remove any existing nail finish
- P20 identify the condition of the nails and skin
- P21 recommend treatments and gel polish finish for the client's skin type and nail condition
- P22 use cuticle tools and products to prepare the nail for gel polish application
- P23 give your client advice and recommendations on the service provided
- P24 ensure the client's records are completed and signed by you and the client

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service
- (P21) **Gel polish finish:** dark colour
 - light colour
 - French
 - design
- (P23) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - time intervals between services
 - present and future products and services

Outcome

- 3 Apply gel polish

You must be able to:

- P25 confirm the desired nail length and shape with the client

- P26 prepare the nail to ensure maximum adhesion of gel polish finish
P27 apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail
-

Range

- (P26, **Gel polish finish:** dark colour
P27) light colour
French
design
-

Outcome

- 4 Remove gel polish

You must be able to:

- P28 remove gel polish and ensure the nail is free from product and undamaged
-

Outcome

- 5 Maintain safe and effective methods of working when providing gel polish services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
K2 the legal and organisational requirements for client protection and preparation
K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
K4 safe positioning techniques for yourself and your client and why using these are important
K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
K6 why it is important to keep your work area clean and tidy
K7 methods of cleaning, disinfection and sterilisation
K8 methods of working safely and hygienically and which minimise the risk of cross-infection
K9 the different types of working methods that promote environmental and sustainable working practices
K10 the contra-actions that may occur, how to deal with them and what advice to give to clients
K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K13 the legal requirements for waste disposal
K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and Safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
-

The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations

- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using organic and allergy free products using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 6 Consult, plan and prepare for gel polish services

You need to know and understand:

- K15 why it is important to communicate with clients in a professional manner
K16 how to complete a consultation taking into account client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the reasons for agreeing a service that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to carry out the service
K21 the legislative requirements for storing and protecting client data
K22 how to recognise contra-indications that would prevent or restrict the service
K23 the contra-indications requiring medical referral and why
K24 the necessary action to take in relation to specific contra-indications when referring clients
K25 the reasons for not naming specific contra-indications when referring clients
K26 the different types of treatable nail and skin conditions
K27 how to conduct a nail and skin analysis
K28 the different methods used to prepare the natural nail
K29 the advice and recommendations on products and service

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender

(K22) **Contra-indications:** which prevent treatment:

- fungal infections
 - viral infections
 - bacterial infections
 - parasitic infections
 - severe skin conditions
- which restrict treatment:
- psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - unknown redness or swelling
 - damaged nails
 - thinning nails

Outcome

7 Apply, maintain and remove gel polish services

You need to know and understand:

- K30 the different natural nail shapes you are likely to come across during gel polish services
- K31 the reasons for shaping the free edge prior to gel polish application
- K32 the different types of curing equipment, including UV or LED and the required setting times
- K33 the effects of over curing and under curing on the gel polish finish
- K34 the features and benefits of gel polish application and services
- K35 how to adapt the gel polish service to suit individual client needs
- K36 methods of applying different gel nail finishes
- K37 methods of removing gel polish
- K38 the effect on the nails and skin of the incorrect use of products and equipment
- K39 the implications of layering product and how it will affect the removal process
- K40 the difference between gel polish and polish and how they can be combined
- K41 the problems that can occur if the gel product is too thick or too thin
- K42 different types of gel polish and their chemical background
- K43 how to adapt the gel polish if combined with other nail services
- K44 the anatomy of the hand and arm
- K45 the structure of the nail
- K46 the process of nail growth
- K47 the function and structure of the skin

Range

- (K30) **Natural nail shapes:** fan
hook
spoon
oval
square

- (K44) **Anatomy of the hand and arm:** the bones of the lower arm and hand
the muscles of the lower arm and hand
the blood circulation to the lower arm and hand
- (K45) **Structure of the nail:** nail plate
nail bed
matrix
cuticle
lunula
hyponychium
eponychium
nail wall
free edge
lateral nail fold
- (K46) **Nail growth:** nail formation
growth rate
factors affecting growth
the effects of damage on growth and nail thickness
nail thickness
- (K47) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages

Unit 209

Provide gel polish service (SKANS6)

Supporting Information

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 gel polish services.
3. Your assessor will observe your performance on **at least 3 occasions (must include one removal treatment) on 2 different clients**.
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **3 of the 4** gel polish finishes
 - provided **all** types of treatment advice and recommendations
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 211

Carry out nail art services (SKANS4)

Unit level:	SCQF 6
Unit aim:	<p>This standard 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.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when providing nail art services2. consult, plan and prepare for nail art services3. carry out nail art services
Relationship to NOS:	SKANS4
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when providing nail art services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials to meet legal requirements
- P12 complete the service within a commercially viable time

Outcome

2 Consult, plan and prepare for nail art services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
- P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- P16 recognise any contra-indications and take the necessary action
- P17 agree the service and outcomes that meet the client's needs
- P18 obtain signed, informed consent from the client prior to carrying out the service
- P19 identify the condition of the nails and skin

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
- (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service

Outcome

3 Provide nail art services

You must be able to:

- P20 confirm the desired nail length and shape with the client
- P21 shape the nails to ensure a smooth free edge
- P22 use tools and products to prepare the nail for nail art service
- P23 apply a nail art base according to the design plan
- P24 select tools, products and nail art techniques for the agreed design
- P25 apply nail art techniques to achieve the required design
- P26 finish the nail art design, leaving the cuticle and nail wall free from product
- P27 ensure that the finished result is to the client's satisfaction and meets the agreed design plan
- P28 give your client advice and recommendations on the service provided
- P29 ensure the client's records are completed and signed by you and the client

Range

- (P24, P25) **Nail art techniques:** transfers
wraps
glitters
embellishments
marbling
striping
dotting
freehand
- (P28) **Advice and recommendations:** suitable aftercare products and their uses
avoidance of activities which may cause contra-actions
time intervals between services
present and future products and services
-

Outcome

- 4 Maintain safe and effective methods of working when providing nail art services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and your client and why using these are important
- K5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the contra-actions that may occur, how to deal with them and what advice to give to clients
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the legal requirements for waste disposal
- K14 the reasons for completing a service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
-

- The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work
-

Outcome

- 5 Consult, plan and prepare for nail art services

You need to know and understand:

- K15 the importance of communicating with clients in a professional manner
K16 how to complete a consultation taking into account client's diverse needs
K17 the legal requirements for providing treatment to minors under 16 years of age
K18 the age at which an individual is classed as a minor and how this differs nationally
K19 the reasons for agreeing a service that meets the client's needs
K20 the legal significance of gaining signed, informed client consent to carry out the service
K21 the legislative requirements for storing and protecting client data
K22 how to recognise contra-indications that would prevent or restrict the service and why
K23 the contra-indications requiring medical referral and why
K24 the necessary action to take in relation to specific contra-indications when referring clients
K25 the reasons for not naming specific contra-indications when referring clients
K26 how to identify treatable nail and skin conditions
K27 how to conduct a nail and skin analysis
-

Range

- (K16) **Diverse needs:** cultural
religious
age
disability
gender
- (K22) **Contra-indications:** which prevent treatment:
-

- fungal infections
 - viral infections
 - parasitic infections
 - severe skin conditions
 - severely bitten nails
- which restrict treatment:
- bacterial infections
 - psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - unknown redness or swelling
 - damaged nails
-

Outcome

- 6 Carry out nail art services

You need to know and understand:

- K28 the different methods used to prepare the nails for nail art application
 - K29 the different application and removal techniques used within nail art services and how to carry them out
 - K30 the range and use of nail art products and tools
 - K31 the different style and themes of designs available
 - K32 how to select and combine colours to complement the design
 - K33 how the client's nail shape and condition can limit the design choice
 - K34 the structure of the nail
 - K35 the process of nail growth
 - K36 the function and structure of the skin
 - K37 possible contra-actions that could occur how to deal with them and what advice to give to clients
 - K38 the advice and recommendations on products and service
-

Range

- (K33) **Nail shape:** fan
 - hook
 - spoon
 - oval
 - square
 - (K34) **Structure of the nail:** nail plate
 - nail bed
 - matrix
 - cuticle
 - lunula
 - hyponychium
-

- eponychium
- nail wall
- free edge
- lateral nail fold
- (K35) **Nail growth:** nail formation
 - growth rate
 - factors affecting growth
 - the effects of damage on growth
 - nail thickness
- (K36) **Structure of the skin:** dermis
 - epidermis
 - subcutaneous layer
 - appendages
- (K37) **Contra-actions:** allergic reaction
 - premature loss of nail art design
 - damage to nail art design
- (K38) **Advice and recommendations:** additional services
 - additional products
 - the aftercare and maintenance requirements to ensure longevity of the design

Unit 211

Carry out nail art services (SKANS4)

Supporting Information

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 services.
3. Your assessor will observe your performance **on at least 4 occasions (one 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 one** of the necessary actions
 - applied **all** types of nail art techniques
 - provided **all** types of service advice.
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 212

Apply and maintain nail enhancements to create a natural finish (SKANS5)

Unit level:	SCQF 6
Unit aim:	<p>This standard is about providing services to enhance, maintain, repair and remove nail enhancements to create a natural finish. It covers client consultation, treatment planning and application of natural tips and clear overlays in either light-cured gel, liquid and powder or wrap systems.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements2. consult, plan and prepare for nail enhancement services3. apply natural overlays4. apply tip and overlays5. maintain and remove nail enhancements
Relationship to NOS:	SKANS5
Endorsed by	habia

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P12 complete the service within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for nail enhancement services

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the nail enhancements and outcomes that meet the client's needs
 - P18 obtain signed, informed consent from the client prior to carrying out nail enhancements
 - P19 cleanse the area to be treated and remove any existing nail finish
 - P20 select and agree with the client nail enhancements to suit their nail shape and condition
 - P21 confirm the desired nail length and shape with the client
 - P22 use cuticle tools and products to remove excess cuticle, without damaging the surrounding skin
 - P23 prepare the natural nail to ensure maximum adhesion of nail enhancements
 - P24 give your client advice and recommendations on the service provided
 - P25 ensure the client's records are completed and signed by you and the client
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the service cannot be carried out
 - modifying the service
 - (P17, P18, P20, P23) **Nail enhancements:** full set of natural nail overlays
 - full set of natural tips and overlays
 - (P24) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - recommended time intervals between services
 - present and future products and services
-

Outcome

3 Apply natural overlays

You must be able to:

- P26 apply nail overlay to suit the client's nail shape and condition
- P27 leave a free margin around the cuticle and side wall area of the nail
- P28 use filing techniques to create the required balance, shape and length
- P29 create a smooth even surface and shine using buffing techniques

Outcome

4 Apply tip and overlays

You must be able to:

- P30 select and size the tip and customise to suit the client's natural nail
- P31 adhere the tip to the natural nail
- P32 cut, shape and blend the tips ensuring no damage is caused to the natural nail, and the tip is undetectable
- P33 apply overlay to the nails to suit the client's nail shape and condition
- P34 leave a free margin around the cuticle and side wall area of the nail
- P35 use filing techniques to create the required balance, shape and length
- P36 create a high shine finish using buffing techniques

Outcome

5 Maintain and remove nail enhancements

You must be able to:

- P37 use nail maintenance techniques to restore the nail enhancement to its original condition
- P38 use removal techniques and ensure the natural nail plate and surrounding skin is free from product and undamaged

Range

- (P37) **Nail maintenance techniques:** infill
rebalance

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 the legal and organisational requirements for client protection and preparation
 - K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
 - K4 safe positioning techniques for yourself and your client and why using these are important
 - K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
 - K6 why it is important to keep your work area clean and tidy
 - K7 methods of cleaning, disinfection and sterilisation
 - K8 methods of working safely and hygienically and which minimise the risk of cross-infection
 - K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
 - K10 the different types of working methods that promote environmental and sustainable working practices
 - K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
 - K12 the legal requirements for waste disposal
 - K13 the reasons for completing the service in a commercially viable time
-

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K10) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled eco-friendly furniture
using low chemical paint
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

7 Consult, plan and prepare for nail enhancement services

You need to know and understand:

- K14 the importance of communicating with clients in a professional manner
- K15 how to complete a consultation taking into account client's diverse needs
- K16 the legal requirements for providing treatment to minors under 16 years of age
- K17 the age at which an individual is classed as a minor and how this differs nationally
- K18 the reasons for agreeing a service that meets the client's needs
- K19 the legal significance of gaining signed, informed client consent to carry out the service
- K20 the legislative requirements for storing and protecting client data
- K21 how to recognise contra-indications that would prevent or restrict the service
- K22 the contra-indications requiring medical referral and why
- K23 the necessary action to take in relation to specific contra-indications when referring clients
- K24 the reasons for not naming specific contra-indications when referring clients
- K25 how to identify treatable nail and skin conditions
- K26 how to conduct a nail and skin analysis
- K27 the different methods used to prepare the natural nail for nail enhancements
- K28 the advice and recommendations on products and services

Range

- (K15) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
- (K21) **Contra-indications:** which prevent treatment:
 - fungal infections
 - viral infections
 - bacterial infections
 - parasitic infections
 - severe skin conditionswhich restrict treatment:
 - psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - unknown redness or swelling
 - damaged nails
 - thinning nails
- (K28) **Advice and recommendations:** additional services
 - additional products
 - aftercare and maintenance requirements for nail enhancements
 - recommended intervals between nail enhancement services

Outcome

8 Apply, maintain and remove nail enhancements

You need to know and understand:

- K29 the different natural nail shapes you are likely to come across during nail enhancement services
- K30 how to select and use different types of products, tools and equipment for nail enhancement services
- K31 the nail tip selection, application and blending techniques
- K32 the techniques used to ensure maximum strength and longevity of nail tips
- K33 how to adapt nail enhancement application techniques to suit different nail shapes and conditions
- K34 the reasons for leaving a free margin around the cuticle and side wall area
- K35 the different types of bonding agents available and their use
- K36 methods and techniques used to avoid overexposure to chemicals
- K37 the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements
- K38 how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue
- K39 the techniques for repairing natural nails including splits, cracks, flaking and breakages
- K40 the techniques for repairing nail enhancements including lifting, cracking and premature loss
- K41 the contra-actions that could occur, how to deal with them and what advice to give to clients
- K42 the techniques used for maintaining and removing different nail enhancements
- K43 the structure of the nail
- K44 the process of nail growth
- K45 the function and structure of the skin

Range

- (K29) **Natural nail shapes:** fan
 - hook
 - spoon
 - oval
 - square
- (K41) **Contra-actions :**
 - allergic reactions
 - overexposure and exothermic reaction
 - bacterial infections
 - nail separation
 - lifting of product
 - premature loss of enhancement
- (K43) **Structure of the nail:** nail plate
 - nail bed
 - matrix
 - cuticle
 - lunula

hyponychium
eponychium
perionychium
free edge
lateral nail fold

(K44) **Nail growth:** nail formation
growth rate
factors affecting growth
the effects of damage on growth
nail thickness

(K45) **Structure of the skin:** dermis
epidermis
subcutaneous layer
appendages

Unit 212

Apply and maintain nail enhancements to create a natural finish (SKANS5)

Supporting Information

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 nails enhancements to create a natural finish, using **one** 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
 - carried out **at least one** of the necessary actions
 - applied **all** types of nail enhancements
 - carried out **all** types of nail maintenance
 - provided **all** types of advice
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 213

Fulfil salon reception duties (CHB13)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard 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 standard.
Relationship to NOS:	SKACHB13
Endorsed by	habia

Outcome

- 1 Maintain the reception area

You must be able to:

- P1 ensure the reception area is clean and tidy at all times
- P2 maintain the agreed levels of reception stationery
- P3 ensure that product displays have the right levels of stock at all times
- P4 offer clients hospitality to meet your salon's client care policies

Outcome

- 2 Attend to clients and enquiries

You must be able to:

- P5 attend to people in a polite manner
- P6 identify the purpose of enquiries
- P7 confirm appointments informing the relevant person
- P8 refer enquiries which cannot be dealt with to the relevant person for action
- P9 record messages and pass them to the relevant person at the right time
- P10 provide clear information
- P11 give confidential information only to authorised people
- P12 balance the need to give attention to individuals whilst ensuring others are not left without attention

Range

- (P5) **People:** who have different needs and expectations who have a complaint
- (P6) **Enquiries:** in person
by telephone
electronically
-

Outcome

- 3 Make appointments for salon services

You must be able to:

- P13 deal with all requests for appointments
- P14 identify client requirements for the service requested
- P15 confirm the client has had relevant tests when scheduling appointments
- P16 arrange for the client to have relevant tests, when necessary, within the limits of your own authority
- P17 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
- P18 confirm that the appointment details are acceptable to the client
- P19 record appointment details to meet your salon's requirements
-

Range

- (P13) **Appointments:** in person
by telephone
-

Outcome

- 4 Handle payments from clients

You must be able to:

- P20 calculate total charges for the client
- P21 inform clients of charges
- P22 visually inspect purchases for condition and quality as they are processed for payment
- P23 establish the client's method of payment and acknowledge receipt of payments
- P24 ensure accepted payments are correct
- P25 record information about the sale to meet your salon's requirements
- P26 gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
- P27 inform clients when authorisation cannot be obtained for non-cash payments
- P28 identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
- P29 refer payment discrepancies which you cannot resolve to the relevant person for action
- P30 give the correct change and issue receipts when required by clients
- P31 follow cash point security procedures at all times
-

P32 identify and report low levels of change in time to avoid shortages

Range

(P23) **Method of payment:** cash
non-cash payment

Outcome

5 Maintain the reception area

You need to know and understand:

- K1 your salon's procedures for:
 - K1.1 maintaining the reception area
 - K1.2 client care at reception
 - K2 the limits of your authority when maintaining the reception areas
 - K3 the importance of checking and identifying any defects in retail products
 - K4 what and how much reception stationery should be kept at your reception area
-

Outcome

6 Attend to clients and make appointments for salon services

You need to know and understand:

- K5 the importance to the salon's business of effective communication
 - K6 how and when to ask questions
 - K7 how to speak clearly in a way that suits the situation
 - K8 how to show you are listening closely to what people are saying to you
 - K9 how to adapt what you say to suit different situations
 - K10 how to show positive body language
 - K11 your salon's procedures for:
 - K11.1 maintaining confidentiality
 - K11.2 taking messages
 - K11.3 making and recording appointments
 - K11.4 carrying out tests
 - K11.5 dealing with suspected fraud
 - K11.6 authorising non-cash payments when these are 'over limit'
 - K11.7 personal safety
 - K12 the limits of your authority when:
 - K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
 - K12.4 dealing with payments and discrepancies
 - K13 the importance of confirming and making appointments correctly
 - K14 the types of information required to make an appointment
 - K15 the common systems available for making appointments such as manual and electronic
-

- K16 the importance of taking messages and passing them on to the right person at the right time
 - K17 who to refer to with different types of enquiries
 - K18 the person in your salon to whom you should refer reception problems
 - K19 the importance of checking that clients have had tests for specific services
 - K20 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
 - K21 the consequences of breaking confidentiality
 - K22 the services available and their duration and cost
 - K23 the products available for sale and their cost
 - K24 how to identify any current discounts and special offers such as 2-for-1 offers and vouchers
 - K25 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
-

Outcome

- 7 Handle payments from clients

You need to know and understand:

- K26 common methods of calculating payments including point of sale technology and physical calculations
- K27 how to keep cash and other payments safe and secure
- K28 the types of payment that you are authorised to accept
- K29 how to gain electronic authorisation for payment cards
- K30 how to identify and deal with discrepancies:
 - K30.1 counterfeit payments
 - K30.2 invalid currency
 - K30.3 suspected stolen cheques, credit cards and payment cards
 - K30.4 invalid card
 - K30.5 incorrect completion of cheque
 - K30.6 payment disputes
- K31 how to deal with customers offering suspect tender or suspect non-cash payments
- K32 consequences of failure to handle payments correctly

Unit 213

Fulfil salon reception duties (CHB13)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 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 1 occasion**.
- 4 From the range statement, you must show that you have:
 - handled **1 of the 2** types of people
 - handled **2 of the 3** types of enquiries
 - handled **both** types of appointments
 - handled **both** the methods of payment
- 5 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 202

Enhance the appearance of the eyebrows (SKABT5)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about providing treatments to enhance the eyebrows. You will need to be able to provide eyebrow shaping with tweezers, eyebrow artistry using a variety of different techniques and provide the relevant aftercare advice to clients. Eyebrow artistry will include eyebrow tinting for clients with different hair colour characteristics and temporary colour application using powder and pencil.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when enhancing the appearance of eyebrows2. consult, plan and prepare for the service3. colour eyebrows4. shape eyebrows
Relationship to NOS:	SKABT5
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when enhancing the appearance of eyebrows

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare and protect your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the service
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the service
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials
- P9 promote environmental and sustainable working practices

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P12 complete the service within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for the service

You must be able to:

- P13 use consultation techniques to determine the client's service plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
 - P15 ensure that a parent or guardian is present throughout the service for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the service and outcomes that meet the client's needs
 - P18 carry out a skin sensitivity test on the client, prior to the service and record the results
 - P19 select and prepare equipment and materials for the service required
 - P20 cleanse and prepare the brow area
 - P21 give your client advice and recommendations on the service provided
 - P22 ensure the client's records are completed and signed by you and the client
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the treatment cannot be carried out
 - modification of the treatment
 - (P21) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
 - time intervals between treatments
 - present and future products and services
-

Outcome

- 3 Colour eyebrows

You must be able to:

- P23 select eyebrow artistry to suit the client's hair colour characteristics and their requirements
 - P24 colour and define the eyebrow using eyebrow artistry techniques
-

- P25 prevent the spread of products on to the client's skin, clothes and surrounding areas during application
- P26 remove excess product from the eyebrows with minimum discomfort to the client
- P27 ensure the finished result is to the client's satisfaction
-

Range

- (P23, P24) **Eyebrow artistry to suit:** powder
tint
pencil
- (P23) **Hair colour characteristics:** fair
red
dark
white
-

Outcome

- 4 Shape eyebrows

You must be able to:

- P28 confirm the client's understanding of the service prior to commencement and clarify the eyebrow shape required
- P29 keep the skin taut to minimise discomfort to the client
- P30 remove the hair in the direction of the hair growth to meet client requirements
- P31 create a well-balanced, proportioned and defined eyebrow shape
- P32 ensure the area is free of unwanted hair and treated with a soothing product
- P33 ensure the finished shape is to the client's satisfaction
-

Range

- (P28, P31) **Shape:** total reshape of the brow
maintenance of original brow shape
-

Outcome

- 5 Maintain safe and effective methods of working when enhancing the appearance of eyebrows

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and the client to prevent discomfort
-

- K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically to avoid the risk of cross- infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the legal requirements for waste disposal
- K13 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
The Health and Safety (First Aid) Regulations
The Regulatory Reform (Fire Safety) Order
The Manual Handling Operations Regulations
The Control of Substances Hazardous to Health Regulations (COSHH)
The Electricity at Work Regulations
The Environmental Protection Act
The Management of Health and Safety at Work Regulations
The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
reducing water usage and other resources
preventing pollution
using disposable items
using recycled, eco-friendly furniture
using low chemical paint
using organic and allergy free products
using environmentally friendly product packaging
choosing responsible domestic products (Fairtrade tea and coffee)
encouraging carbon reducing journeys to work

Outcome

- 6 Consult, plan and prepare for the service

You need to know and understand:

- K14 why it is important to communicate with clients in a professional manner
- K15 how to complete a consultation taking into account the client's diverse needs

- K16 the legal requirements for providing services to minors under 16 years of age
 - K17 the age at which an individual is classed as a minor and how this differs nationally
 - K18 the importance of agreeing the service that meets the client's needs
 - K19 the legal significance of gaining signed, informed client consent to carry out the service
 - K20 the legislative requirements for storing and protecting client data
 - K21 the contra-indications requiring medical referral and why
 - K22 how to recognise contra-indications that would prevent or restrict the service
 - K23 the necessary action to take in relation to specific contra-indications when referring clients
 - K24 the reasons for not naming specific contra-indications when referring clients
 - K25 the procedure for carrying out a skin sensitivity test prior to eyebrow enhancement services
 - K26 the reasons for carrying out a skin sensitivity test and recording the results
 - K27 the preparation requirements for different eyebrow enhancement treatments
 - K28 the advice and recommendations on the products and services
-

Range

- (K15) **Diverse needs:** cultural
religious
age
disability
gender
 - (K22) **Contra-indications:** which prevent treatment:
 - conjunctivitis
 - chemotherapy
 - trichotillomania
 - recent eye surgery
 - blepharitis
 - eye infectionswhich restrict treatment:
 - psoriasis
 - styes
 - dry eye syndrome
 - glaucoma
 - contact lenses
 - thyroid disturbance
 - (K28) **Advice and recommendations:** additional services
additional products
the contra-actions that may occur and the action that clients should take
time intervals between services
-

Outcome

- 7 Colour eyebrows

You need to know and understand:

- K29 how to select and apply different eyebrow artistry techniques to suit the client's hair colour characteristics and their requirements
 - K30 the different types of products used for eyebrow artistry and their effects
 - K31 hair colour characteristics and how they can affect the tint development time
 - K32 how to select, mix and remove products and minimise wastage
 - K33 how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
 - K34 the possible contra-actions that may occur, how to deal with them and what advice to give to the client
-

Outcome

- 8 Shape eyebrows

You need to know and understand:

- K35 how to advise the client and assess the eyebrow shape and proportions in relation to clients facial features and existing eyebrow shape
- K36 the types of equipment and products used for eyebrow shaping
- K37 the features and benefits of using automatic and manual tweezers
- K38 how to remove the hair in relation to the direction of hair growth
- K39 the different methods used to ensure client comfort
- K40 how to create a symmetrical and well balanced shape
- K41 the expected skin reaction to eyebrow shaping
- K42 the types of soothing agents available and their effects on the eye area

Unit 202

Enhance the appearance of the eyebrows (SKABT5)

Supporting Information

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 enhancing the appearance of eyebrows.
3. Your assessor will observe your performance on **at least 3 occasions involving 3 different clients. Your assessor will want to see you apply tint to eyebrows on 2 occasions.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with at least **one** of the necessary actions
 - provided **all** types of aftercare advice and recommendations
 - used **all** of eyebrow artistry
 - worked with **2 of the 4** colouring characteristics
 - covered **both** types of eyebrow shaping
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Unit 203

Enhance the appearance of the eyelashes (SKABT6)

Unit level:	SCQF 5
Unit aim:	<p>This standard is about enhancing the appearance of eyelashes using a variety of techniques. You will need to be able to carry out eyelash tinting for clients with different colouring characteristics. You will also be required to attach, maintain and remove temporary and semi-permanent eyelash systems and provide the relevant aftercare advice to clients.</p> <p>To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.</p> <p>The main outcomes of this standard are:</p> <ol style="list-style-type: none">1. maintain safe and effective methods of working when enhancing the appearance of eyelashes2. consult, plan and prepare for the treatment3. colour eyelashes4. attach semi-permanent eyelashes5. maintain semi-permanent eyelashes6. apply temporary eyelashes7. remove eyelash systems
Relationship to NOS:	SKABT6
Endorsed by	habia

Outcome

- 1 Maintain safe and effective methods of working when enhancing the appearance of eyelashes

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the treatment
- P2 prepare and protect your client and yourself to meet legal and organisational requirements
- P3 position your client to meet the needs of the treatment
- P4 ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- P5 ensure environmental conditions are suitable for the client and the treatment
- P6 keep your work area clean and tidy throughout the treatment
- P7 use working methods that minimise the risk of cross-infection
- P8 ensure the use of clean equipment and materials

- P9 promote environmental and sustainable working practices
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials to meet legal requirements
 - P2 complete the treatment within a commercially viable time
-

Outcome

- 2 Consult, plan and prepare for treatment

You must be able to:

- P13 use consultation techniques to determine the client's treatment plan
 - P14 ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
 - P15 ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P16 recognise any contra-indications and take the necessary action
 - P17 agree the treatment and outcomes that meet the client's needs
 - P18 carry out skin sensitivity tests on the client, prior to the treatment and record the results
 - P19 select and prepare equipment and materials for the treatment required
 - P20 cleanse, prepare and protect the eyelash area
 - P21 make recommendations based on an evaluation of the client's eyelashes, the different factors and the potential to achieve the required look
 - P22 give your client advice and recommendations on the treatment provided
 - P23 ensure the client's records are completed and signed by you and the client
-

Range

- (P13) **Consultation techniques:** questioning
 - listening
 - visual
 - manual
 - written
 - (P16) **Necessary action:** encouraging the client to seek medical advice
 - explaining why the waxing service cannot be carried out
 - modification of the treatment
 - (P21) **Factors:** thickness of natural lash
 - length of natural lash
 - direction of growth
 - colour of the natural lash
 - curvature of the natural lash
 - eye shape
 - density of eyelashes
 - evident eyelash damage
 - lifestyle
 - (P22) **Advice and recommendations:** suitable aftercare products and their uses
 - avoidance of activities which may cause contra-actions
-

time intervals between treatments
present and future products and treatments

Outcome

3 Colour eyelashes

You must be able to:

- P24 select a colour to suit the client's lash colour characteristics
 - P25 apply an even application of colour to the eyelashes and allow it to develop for the required time
 - P26 prevent the spread of colour to the client's skin, clothes and surrounding areas during application
 - P27 ensure all colour is removed from the lashes with minimum discomfort to the client
 - P28 ensure finished result is to the client's satisfaction
-

Range

- (P24) **Lash colour characteristics:** fair
red
dark
white
-

Outcome

4 Attach semi-permanent eyelashes

You must be able to:

- P29 isolate single lash and secure lash extension in the required direction
 - P30 leave a gap between the eyelash extension and the eyelid
 - P31 add and attach single lash systems in a way that takes into account the factors influencing the treatment
 - P32 remove excess adhesive throughout the attachment process
 - P33 ensure client's wellbeing throughout the service
 - P34 seal the eyelashes and achieve a well-balanced look that meets the client's requirements
-

Range

- (P31) **Factors:** thickness of natural lash
length of natural lash
direction of growth
colour of the natural lash
curvature of the natural lash
eye shape
density of eyelashes
-

evident eyelash damage
lifestyle

Outcome

- 5 Maintain semi-permanent eyelashes

You must be able to:

- P35 replace eyelashes required, minimising damage to the client's natural eyelashes
P36 achieve a well-balanced look that meets the client's requirements
-

Outcome

- 6 Apply temporary eyelashes

You must be able to:

- P37 position and secure temporary lash extensions onto your client's lashes
P38 remove any excess adhesive from the lashes
P39 achieve a well-balanced look that meets the client's requirements
-

Outcome

- 7 Remove eyelash systems

You must be able to:

- P40 use tools and products to remove eyelash enhancement systems avoiding damage to the client's natural eyelashes
P41 leave the client's natural eyelashes clean and product free
-

Range

- (P40) **Eyelash enhancement systems:** strip
flare
single
-

Outcome

- 8 Maintain safe and effective methods of working when enhancing the appearance of eyelashes

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the legal and organisational requirements for client protection and preparation
- K3 the legal and organisational requirements for your own personal hygiene, protection and appearance
- K4 safe positioning techniques for yourself and the client to prevent discomfort
- K5 the necessary environmental conditions for services such as heating and ventilation and why these are important
- K6 why it is important to keep your work area clean and tidy
- K7 methods of cleaning, disinfection and sterilisation
- K8 methods of working safely and hygienically to avoid the risk of cross- infection
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the legal requirements for waste disposal
- K13 the reasons for completing the treatment in a commercially viable time

Range

- (K1) **Health and safety:** Health and Safety at Work Act
 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 The Health and Safety (First Aid) Regulations
 The Regulatory Reform (Fire Safety) Order
 The Manual Handling Operations Regulations
 The Control of Substances Hazardous to Health Regulations (COSHH)
 The Electricity at Work Regulations
 The Environmental Protection Act
 The Management of Health and Safety at Work Regulations
 The Health and Safety (Information for Employees) Regulations
- (K9) **Environmental and sustainable working practices:** reducing waste and managing waste (recycle, reuse, safe disposal)
 reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
 reducing water usage and other resources
 preventing pollution
 using disposable items
 using recycled, eco-friendly furniture
 using low chemical paint
 using environmentally friendly product packaging
 choosing responsible domestic products (Fairtrade tea and coffee)
 encouraging carbon reducing journeys to work

Outcome

- 9 Consult, plan and prepare for the treatment

You need to know and understand:

- K14 why it is important to communicate with clients in a professional manner
 - K15 how to complete a consultation taking into account the client's diverse needs
 - K16 the legal requirements for providing treatment to minors under 16 years of age
 - K17 the age at which an individual is classed as a minor and how this differs nationally
 - K18 the importance of agreeing the service that meets the client's needs
 - K19 the legal significance of gaining signed, informed client consent to carry out the service
 - K20 the legislative requirements for storing and protecting client data
 - K21 the contra-indications requiring medical referral and why
 - K22 how to recognise contra-indications that would prevent or restrict the service
 - K23 the necessary action to take in relation to specific contra-indications when referring clients
 - K24 the reasons for not naming specific contra-indications when referring clients
 - K25 the procedure for carrying out skin sensitivity tests prior to eyelash enhancement treatments
 - K26 the reasons for carrying out skin sensitivity tests and recording the results
 - K27 how to conduct an examination of natural eyelashes and the eye area to identify factors that will affect the treatment
 - K28 the preparation requirements for different eyelash enhancement systems
 - K29 the advice and recommendations on the products and services
-

Range

- (K15) **Diverse needs:** cultural
 - religious
 - age
 - disability
 - gender
 - (K22) **Contra-indications:** which prevent treatment:
 - conjunctivitis
 - chemotherapy
 - trichotillomania
 - recent eye surgery
 - eye infectionswhich restrict treatment:
 - psoriasis
 - styes
 - dry eye syndrome
 - glaucoma
 - contact lenses
 - thyroid disturbance
 - (K29) **Advice and recommendations:** additional services
 - additional products
 - the contra-actions that may occur and the action that clients should take
 - the expected longevity of single lash treatments
 - products for home use that will benefit the client and those to avoid and why
 - how to cleanse and comb lashes
 - time intervals between treatments
-

Outcome

10 Colour eyelashes

You need to know and understand:

- K30 how to select and apply eyelash tint to suit the client's hair colour characteristics and their requirements
- K31 how the client's hair colour characteristics can affect the development time
- K32 how to select, mix and remove tints and minimise wastage
- K33 how oxidation affects the shelf life of tint and at what point in the tinting process the tint should be mixed
- K34 the possible contra-actions that may occur, how to deal with them and what advice to give to the client

Outcome

11 Attach, maintain and remove semi-permanent and temporary eyelash systems

You need to know and understand:

- K35 the preparation requirements for temporary and semi-permanent lash systems
- K36 how to judge the type and quantity of eyelashes to be added to achieve a balanced look
- K37 the different application techniques for temporary and semi-permanent lash systems
- K38 the advantages and disadvantages of different eyelash extension systems
- K39 the possible contra-actions that can occur, how to deal with them and what advice to give to clients
- K40 the structure and cycle of hair growth
- K41 the basic structure and function of the eye
- K42 the physical effect of eyelash extensions on the eye
- K43 the reasons for removing excess adhesive throughout the lash application process
- K44 how to maintain and remove the temporary and semi-permanent lash systems
- K45 the recommendation of professional removal of single and flare lash systems and why this is important

Unit 203

Enhance the appearance of the eyelashes (SKABT6)

Supporting Information

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 enhancing the appearance of eyelashes.
3. Your assessor will observe your performance on **at least 4 occasions involving 4 different clients. Your assessor will want to see you apply and remove a partial set of single semi-permanent eyelashes and a minimum of 2 occasions for tinting eyelashes.**
4. From the range statement, you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - considered **all** factors
 - provided **all** types of aftercare advice and recommendations
 - worked with **2 of the 4** lash colouring characteristics
 - applied **all** types of eyelash attachment systems
5. If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

Appendix 1 Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors:

- 1 a willingness to learn
- 2 a flexible working attitude
- 3 a team worker
- 4 a positive attitude
- 5 personal and professional ethics

Appendix 2 Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

- 1 meeting the salon's standards of behaviour
- 2 greeting the client respectfully and in a friendly manner
- 3 communicating with the client in a way that makes them feel valued and respected
- 4 treating the client courteously and helpfully at all times
- 5 adapting behaviour to respond effectively to different client behaviour
- 6 checking with the client that you have fully understood their expectations
- 7 responding promptly and positively to the client's questions and comments
- 8 recognising information that the client might find complicated and checking whether they fully understood
- 9 explaining clearly to the client any reasons why their needs or expectations cannot be met
- 10 maintaining effective, hygienic and safe working methods
- 11 adhering to workplace, suppliers' and manufacturers' instructions for the safe use of equipment materials and products
- 12 meeting both organisational and industry standards of appearance

Appendix 3 Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors:

- 1 the ability to self-manage
- 2 excellent verbal and non-verbal communication
- 3 using the most appropriate ways of communicating with a client
- 4 responding promptly to a client seeking assistance
- 5 quickly locating information that will help the client
- 6 providing the client with information they need about services and products offered by the organisation

Appendix 4 Glossary

This glossary provides definitions and explanations of terms used in this qualification's units.

Buffed

Satin or gloss finish using a 2 to 4 way buffer.

Cleansing hands

This refers to cleansing or washing the hands to an antiseptic level so as to inhibit bacteria.

Confidential information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

Embellishments

These can include rhinestones, flatstones or any pre-made art products such as bows and flowers.

Freehand

Freehand drawing using any nail art medium.

French finish

A technique in nail services which creates a defined smile line on the nail free edge.

Gel polish design

Creating a nail art design with gel polish

In-fill

The application of new product in the small gap that occurs between the cuticle and the end of the enhancement, as the natural nail grows. This is carried out approximately every 2-3 weeks.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Marbling

Two or more colours to create a marbled effect using a range of products.

Overlay

A thin coating applied to the natural nail or an application over the natural nail and tip.

Oxidisation

This is a chemical process called oxidizing. It is the addition of oxygen to a compound resulting in a chemical reaction where one or more substances are changed into others.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Rebalance

This is maintenance of the entire nail structure, including the stress area, free edge and cuticle. This is carried out approximately every 4-6 weeks.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

Transfers

Transfers can be either a water released material, material that has a self- adhesive backing or a material applied using a separate adhesive.

Wraps

Wraps can be heat released material or self-adhesive.

Appendix 5 Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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