

Level 2 Diploma for Beauty Professionals - Nail Services Technician (7003-22)

Version V1.0 (February 2019)

Qualification Handbook

Qualification at a glance

Subject area	Beauty
City & Guilds number	7003
Age group approved	16-19, 19+
Entry requirements	None
Assessment types	Portfolio, Multiple Choice knowledge tests
Approvals	Fast track approval
Support materials	Candidate logbook; Qualification handbook; Assessor Guide, Fast track approval forms
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Diploma for Beauty Professionals - Nail Services Technician	310	480	7003-22	603/3892/1

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1 Introduction

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

Area	Description
Who is the qualification for?	<p>The Level 2 Diploma for Beauty Professionals - Nail Services Technician is a qualification designed for learners who are at least 16 years old and who wish to develop the skills and knowledge needed to begin to work as a Nail Services Technician.</p> <p>They may have previously completed a level 1 qualification in the relevant subject area. Learners wishing to complete this qualification will be doing so as an employed, apprentice in a real work environment.</p>
What does the qualification cover?	This qualification covers all of the core knowledge and skills needed to become a competent Nail Services Technician.
What opportunities for progression are there?	<p>Learners achieving the Level 2 Diploma for Beauty Professionals - Nail Services Technician can gain employment in a salon as a Beauty Therapist, carrying out day to day tasks such as:</p> <ul style="list-style-type: none">• Providing manicure services• Providing pedicure services• Provide advice to customers on nail products and services• Providing gel polish services• Providing basic nail art services• Providing nail enhancement systems
Who did we develop the qualification with?	The Level 2 Diploma for Beauty Professionals - Nail Services Technician has been newly created based on employer need and has been designed by employers.
Is it part of an apprenticeship framework or initiative?	The Level 2 Diploma for Beauty Professionals - Nail Services Technician has been developed to enhance the on-programme requirements of the Level 2 Beauty Professional Apprenticeship, covering the required knowledge, skills and behaviours.

Structure

To achieve the **Level 2 Diploma for Beauty Professionals – Nail Services Technician**, learners must achieve seven mandatory units, 215-220.

City & Guilds unit number	Unit title	GLH
Mandatory		
7003-215	Provide manicure services	73
7003-216	Provide pedicure services	73
7003-217	Provide advice to customers/clients on nail products and services	20
7003-218	Provide gel polish services	20
7003-219	Provide basic nail art services	34
7003-220	Provide nail enhancement systems	90

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Diploma for Beauty Professionals - Nail Services Technician	310	480

2 Centre requirements

Approval

If your Centre is approved to offer the following qualifications:

- 6003-22 Level 2 Technical Certificate in Nail Treatments

or:

- 3003-32 Level 3 Diploma in Nail Technology and the 3003 – 25 Level 2 Diploma in Nail Technology Enhancement 16+

or:

- 3007-04 Level 2 NVQ Diploma in Nail Services and the 3007-09 Level 3 NVQ Diploma in Nail Services

Then you can apply for the new Level 2 Diploma for Beauty Professionals - Nail Services Technician 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 these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

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

Resource requirements

Centre staffing

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

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

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

The Assessors and IQAs must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)

- hold a relevant level 3 qualification and or substantial experience of working in a Nail Services Technician's role which has been gained through 'hands on' experience in the industry. The Assessor must have sufficient operational experience within the Beauty industry that can be evidenced, is current and relevant to the qualification. Experience could be gained through time in a role in the nail service industry which could include, but is not limited to: Nail Technician Trainer; Lecturer or Verifier
- have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.
- have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.
- a minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a commercial environment (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the Centre they work for.

Workplace assessment

Learners are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the apprentice is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the apprentice meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the learner is not placed under more, or less, pressure than found normally in the workplace during assessment.

Realistic working environment

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- Centres must develop realistic management procedures that incorporate a 'commercial image' and sales and marketing policy to attract the type and number of clients/customers needed to ensure the requirements of the qualification can be met and achieved.
- All assessments must be carried out under realistic commercial pressures and on clients/customers, not other apprentices within the same cohort. Clients used should vary in age and ethnicity.
- All demonstrations performed must be completed in a commercially acceptable timescale.

- Apprentices must be able to achieve a realistic volume of work.
- The space per working area confirms to current health and safety legislation and commercial practice.
- The range of demonstrations, professional products, tools, materials and equipment must be current and available for use.
- A retail facility must be provided, stocked with products that relate to the clients/customers need and complements the demonstrations offered.
- All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account.

Learner entry requirements

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

Age restrictions

City & Guilds cannot accept any registrations for learners under the age of 16 as these qualifications are not approved for learners under the age of 16.

Quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance of the on-programme stage of the qualification.

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in City & Guilds centre manual and our quality assurance requirements. This document also explains the tasks, activities and responsibilities of quality assurance staff.

External quality assurance

External quality assurers (EQA) are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that there is validity, reliability and good practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- carry out quality assurance activities to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and City & Guilds.

External quality assurance for the qualifications will be provided by the usual City & Guilds quality assurance process.

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.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], 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
Candidate logbook	www.cityandguilds.com
Fast track approval forms	www.cityandguilds.com
Assessor Guide	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

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.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

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

Available assessments

Unit	Title	Assessment method	Where to obtain assessment materials
	Beauty Professional cross unit knowledge test	Portfolio Online test	Online test number 690
215	Provide manicure services	Portfolio Online test	Online test number 615
216	Provide pedicure services	Portfolio Online test	Online test number 616
217	Provide advice to customers/clients on nail products and services	Portfolio Online test	Online test number 617
218	Provide gel polish services for nails	Portfolio Online test	Online test number 618
219	Provide basic nail art services	Portfolio Online test	Online test number 619
220	Provide nail enhancement services	Portfolio Online test	Online test number 620

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 this Qualification Handbook and the Assessor Guide 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 this handbook.

The strategy specifies that candidates must sit externally set questions for all units.

5 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of assessment criteria

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 215

Provide manicure services

Unit level:	Level 2
GLH:	53
Unit aim:	The learner will be able to assess clients' requirements and provide manicure services using nail products and equipment. They will also know and understand the different methods of assessing client requirements, techniques, products, tools and equipment used within a manicure and the anatomy and physiology of the lower arm, hand and nail.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.3 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain the client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Consult, plan and prepare for manicure services

Assessment criteria

The learner can:

- 2.1 use consultation techniques to determine the client's service plan
- 2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- 2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- 2.4 recognise any contra-indications and take necessary action
- 2.5 agree the service and outcomes that meet the client's needs
- 2.6 obtain signed, informed consent from the client prior to carrying out the service
- 2.7 cleanse the area to be treated and remove any existing nail finish
- 2.8 identify the condition of the nails and skin
- 2.9 recommend treatments and products for the client's skin type and nail condition

Range

(AC2.1) Consultation techniques:

- questioning
- listening
- visual
- manual
- written

(AC2.4) Necessary action:

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Learning outcome

The learner will:

- 3 Carry out manicure services

Assessment criteria

The learner can:

- 3.1 confirm the desired nail length and shape with the client
- 3.2 shape the nails to ensure a smooth free edge
- 3.3 use tools and products to remove excess cuticle, without damaging the surrounding skin
- 3.4 create a smooth surface shine to the nail plate using buffing techniques
- 3.5 select and apply hand and nail treatments to suit the client's skin and nail condition
- 3.6 perform massage sequence to meet the needs of the client and the service plan

- 3.7 ensure the nail area is clean, dry and free of product
 - 3.8 apply a base coat relevant to the client's needs
 - 3.9 apply nail finish and top coat in the required sequence
 - 3.10 ensure the cuticle and nail wall are free of product
 - 3.11 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
 - 3.12 give the client advice and recommendations on the service provided
 - 3.13 ensure the client's records are completed and signed by self and the client
-

Range

(AC3.5) **Hand and nail treatments:**

- paraffin wax
- hand masks
- thermal mitts
- exfoliators

(AC3.9, **Nail finish:**

- AC3.11) • dark colour
- French
 - buffed

(AC3.12) **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
-

Learning outcome

The learner will:

- 4 Know how to maintain safe and effective methods of working when providing manicure services

Assessment criteria

The learner can:

- 4.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
 - 4.2 the legal and organisational requirements for client preparation
 - 4.3 the legal and organisational requirements for their own personal hygiene, protection and appearance
 - 4.4 safe positioning techniques for self and the client and why using these are important
 - 4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
 - 4.6 why it is important to keep their work area clean and tidy
 - 4.7 methods of cleaning, disinfection and sterilisation
 - 4.8 methods of working safely and hygienically and which minimise the risk of cross-infection
-

- 4.9 the different types of working methods that promote environmental and sustainable working practices
 - 4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients
 - 4.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow
 - 4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
 - 4.13 the legal requirements for waste disposal
 - 4.14 the reasons for completing a service in a commercially viable time
-

Range

(AC4.1) **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

(AC4.9) **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

Learning outcome

The learner will:

- 5 Know how to consult, plan and prepare for manicure services

Assessment criteria

The learner can:

- 5.1 the importance of communicating with clients in a professional manner
- 5.2 how to complete a consultation taking into account client's diverse needs
- 5.3 the legal requirements for providing treatment to minors under 16 years of age
- 5.4 the age at which an individual is classed as a minor and how this differs nationally
- 5.5 the reasons for agreeing a service that meets the client's needs
- 5.6 the legal significance of gaining signed, informed client consent to carry out the service
- 5.7 the legislative requirements for storing and protecting client data
- 5.8 the necessary action to take in relation to specific contra-indications when referring clients
- 5.9 how to recognise contra-indications that would prevent or restrict the service
- 5.10 the contra-indications requiring medical referral and why
- 5.11 the reasons for not naming specific contra-indications when referring clients
- 5.12 the different types of treatable skin and nail conditions
- 5.13 how to conduct a nail and skin analysis

Range

(AC5.2) **Diverse needs:**

- cultural
- religious
- age
- disability
- gender

(AC5.9) **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

(AC5.12) **Nail conditions:**

- bitten
- discoloured
- misshapen
- split

- ridged
- dry
- dehydrated
- brittle
- pitted

Learning outcome

The learner will:

- 6 Know how to carry out manicure services

Assessment criteria

The learner can:

- 6.1 the different natural nail shapes that are likely to be encountered during manicure services
- 6.2 the techniques used within manicure and how to carry them out
- 6.3 the different types of manicure products, tools and equipment and how to use them
- 6.4 the effects on the nail and skin of the incorrect use of products and equipment
- 6.5 the features and benefits of hand and nail products, services and treatments
- 6.6 how to adapt the manicure service to suit individual client needs
- 6.7 the different types of massage techniques used in a manicure service
- 6.8 the effects of massage techniques on the nails, skin, muscles and underlying structures
- 6.9 why it is important to clean and dry the natural nail prior to applying a nail finish
- 6.10 the importance of recommending a nail finish suitable for the client
- 6.11 the methods of applying different nail finishes
- 6.12 the methods used to remove different nail finishes
- 6.13 the anatomy of the hand and lower arm
- 6.14 the structure of the nail
- 6.15 the process of nail growth
- 6.16 the functions and structure of the skin
- 6.17 the contra-actions that could occur, how to deal with them and what advice to give to clients
- 6.18 the advice and recommendations on products and services

Range

(AC6.1) **Natural nail shapes:**

- fan
- hook
- spoon
- oval
- square

(AC6.13) **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

(AC6.14) **Structure of the nail:**

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- nail wall
- free edge
- lateral nail fold

(AC6.15) **Nail growth:**

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

(AC6.16) **Structure of the skin:**

- dermis
- epidermis
- subcutaneous layer
- appendages

(AC6.18) **Advice and recommendations:**

- additional services
- additional products

Unit 215

Provide manicure services

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 provide manicure services.
3. Your assessor will observe your performance **on at least 2 occasions** and must include both of the following finishes:
 - dark polish
 - French polish
4. From the range you must show that you have:
 - used **all** the consultation techniques
 - dealt with **at least 1** of the necessary actions
 - provided **all** types of treatment advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence. The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit 216

Provide pedicure services

Unit level:	Level 2
GLH:	53
Unit aim:	The learner will be able to assess clients' requirements and provide pedicure services using nail products and equipment. They will also know and understand the different methods of assessing client requirements, techniques, products, tools and equipment used within a pedicure and the anatomy and physiology of the foot and nail.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.3 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain the client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Consult, plan and prepare for pedicure services

Assessment criteria

The learner can:

- 2.1 use consultation techniques to determine the client's service plan
- 2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- 2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- 2.4 recognise any contra-indications and take necessary action
- 2.5 agree the service and outcomes that meet the client's needs
- 2.6 obtain signed, informed consent from the client prior to carrying out the service
- 2.7 cleanse the area to be treated and remove any existing nail finish
- 2.8 identify the condition of the nails and skin
- 2.9 recommend treatments and products for the client's skin type and nail condition

Range

(AC2.1) Consultation techniques:

- questioning
- listening
- visual
- manual
- written

(AC2.4) Necessary action:

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Learning outcome

The learner will:

- 3 Carry out pedicure services

Assessment criteria

The learner can:

- 3.1 clean and dry the client's feet
- 3.2 confirm the desired nail length and shape with the client
- 3.3 shape the nails to ensure a smooth free edge
- 3.4 use tools and products to remove excess cuticle, without damaging the surrounding skin
- 3.5 remove excess hard skin, without causing discomfort to the client
- 3.6 select and apply foot and nail treatments to suit the client's skin type and nail condition

- 3.7 apply massage sequence to meet the needs of the client and the service plan
 - 3.8 ensure the nail area is clean, dry and free of product
 - 3.9 apply a base coat relevant to the client's needs
 - 3.10 apply nail finish and top coat, in the required sequence
 - 3.11 ensure the cuticle and nail wall are free of product
 - 3.12 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan
 - 3.13 give the client advice and recommendations on the service provided
 - 3.14 ensure the client's records are completed and signed by self and the client
-

Range

(AC3.6) **Foot and nail treatments:**

- paraffin wax
- foot masks
- thermal boots
- exfoliators
- foot spa
- foot soak

(AC3.12) **Nail finish:**

- dark colour
- French
- buffed

(AC3.13) **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
-

Learning outcome

The learner will:

- 4 Know how to maintain safe and effective methods of working when providing pedicure services

Assessment criteria

The learner can:

- 4.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
 - 4.2 the legal and organisational requirements for client preparation
 - 4.3 the legal and organisational requirements for own personal hygiene, protection and appearance
 - 4.4 safe positioning techniques for self and client and why using these are important
 - 4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
 - 4.6 why it is important to keep their work area clean and tidy
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- 4.7 methods of cleaning, disinfection and sterilisation
 - 4.8 methods of working safely and hygienically and which minimise the risk of cross-infection
 - 4.9 the different types of working methods that promote environmental and sustainable working practices
 - 4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients
 - 4.11 the hazards and risks which exist in their workplace and the safe working practices which they must follow
 - 4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
 - 4.13 the legal requirements for waste disposal
 - 4.14 the reasons for completing a service in a commercially viable time
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Range

(AC4.1) **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

(AC4.9) **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

Learning outcome

The learner will:

- 5 Know how to consult, plan and prepare for pedicure services

Assessment criteria

The learner can:

- 5.1 the importance of communicating with clients in a professional manner
- 5.2 how to complete a consultation taking into account client's diverse needs
- 5.3 the legal requirements for providing treatment to minors under 16 years of age
- 5.4 the age at which an individual is classed as a minor and how this differs nationally
- 5.5 the reasons for agreeing a service that meets the client's needs
- 5.6 the legal significance of gaining signed, informed client consent to carry out the service
- 5.7 the legislative requirements for storing and protecting client data
- 5.8 the necessary action to take in relation to specific contra-indications when referring clients
- 5.9 how to recognise contra-indications that would prevent or restrict the service
- 5.10 the contra-indications requiring medical referral and why
- 5.11 the reasons for not naming specific contra-indications when referring clients
- 5.12 the different types of treatable skin and nail conditions
- 5.13 how to conduct a nail and skin analysis

Range

(AC5.2) **Diverse needs:**

- cultural
- religious
- age
- disability
- gender

(AC5.10, **Contra-indications:**

- AC5.11) • which prevent:
- fungal infections
 - viral infections
- which restrict:
- bacterial infections
 - psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - ingrown toe nails
 - bunions
 - hammer toes

(AC5.12) **Nail conditions:**

- discoloured
- misshapen
- split

- ridged
- dry
- dehydrated
- brittle
- pitted

Learning outcome

The learner will:

- 6 Know how to carry out pedicure services

Assessment criteria

The learner can:

- 6.1 the different natural nail shapes that are likely to be encountered during pedicure services
- 6.2 the techniques used within pedicure and how to carry them out
- 6.3 the different types of pedicure products, tools and equipment and how to use them
- 6.4 the effect on the nails and skin of the incorrect use of products and equipment
- 6.5 the features and benefits of different foot and nail products, services and treatments
- 6.6 how to adapt a pedicure service to suit individual client needs
- 6.7 the different types of massage techniques used in a pedicure service
- 6.8 the effects of massage techniques on the nails, skin, muscles and underlying structures
- 6.9 why it is important to clean and dry the natural nail prior to applying a nail finish
- 6.10 the reasons for recommending a nail finish to suit the client's needs
- 6.11 the methods of applying different nail finishes
- 6.12 the methods used to remove different nail finishes
- 6.13 the anatomy of the foot and lower leg
- 6.14 the structure of the nail
- 6.15 the process of nail growth
- 6.16 the functions and structure of the skin
- 6.17 the contra-actions that could occur, how to deal with them and what advice to give to clients
- 6.18 the advice and recommendations on products and services

Range

(AC6.1) **Natural nail shapes:**

- fan
- hook
- spoon
- oval
- square

(AC6.13) **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

(AC6.14) **Structure of the nail:**

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- free edge
- lateral nail fold

(AC6.15) **Nail growth:**

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

(AC6.16) **Structure of the skin:**

- dermis
- epidermis
- subcutaneous layer
- appendages

(AC6.18) **Advice and recommendations:**

- additional services
- additional products

Unit 216

Provide pedicure services

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 provide pedicure service.
3. Your assessor will observe your performance on **at least 2 occasions**, this must include **both** of the following finishes:
 - dark Polish
 - French Polish
4. From the range you must show that you have:
 - used **all** consultation techniques
 - dealt with at least **1** of the necessary actions
 - provided **all** advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence. The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit 217

Provide advice to customers/clients on nail products and services

Unit level:	Level 2
GLH:	10
Unit aim:	The learner will be able to advise, demonstrate and recommend methods and products for enhancing the appearance of the nails and hands with customers. They will know and understand the range of nail services, the advantages and disadvantages of nail enhancement systems and maintenance. Retail products, tools and equipment for the nails and skin, specialist nail products and services.

Learning outcome

The learner will:

- 1 Maintain safe and effective methods of working when providing advice to customers/clients on nail products and services

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.3 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain the client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Evaluate and advise on nail products.

Assessment criteria

The learner can:

- 2.1 acknowledge the customer via verbal and non-verbal means
- 2.2 use evaluation techniques to determine the customer's requirements
- 2.3 establish the customer's choice and selection of nail and skin care products
- 2.4 open dialogue with the customer to establish opportunities for selling additional or associated nail and skin care products
- 2.5 offer to demonstrate the nail and skin care products and secure the customer's permission to carry out the demonstration
- 2.6 ask the customer if they suffer from any allergies to cosmetic ingredients
- 2.7 identify the condition of the customer's nails and skin
- 2.8 recommend nail and skin care products for the customer's skin and nail condition
- 2.9 agree the nail and skin care products that meet the customer's needs
- 2.10 follow hand hygiene procedures, prior to touching the customer's skin
- 2.11 ensure the nail area is clean, dry and free of previously applied products
- 2.12 provide accurate guidance on the nail and skin care products to influence the customer's purchasing decisions
- 2.13 make recommendations, targeting their product knowledge against the customer's hand and nail condition
- 2.14 confirm with the customer that they are confident in their selection and purchase of nail and skin care products
- 2.15 close the sale of nail and skin care products

Range

(AC2.2) Evaluation techniques:

- questioning - open and closed questions
- listening
- visual
- manual

(AC2.3) Nail and skin care products:

- polish
- strengthener
- base coat
- top coat
- polish remover
- cuticle cream/oil
- cuticle remover
- hand exfoliator
- hand cream

- nail care tools for retail sale
- nail care equipment for retail sale

(AC2.13) **Product knowledge:**

- brand guidelines
 - price
 - features
 - actions
 - benefits
 - precautions
 - ingredients
-

Learning outcome

The learner will:

- 3 Evaluate and advise on nail services

Assessment criteria

The learner can:

- 3.1 acknowledge the customer via verbal and non-verbal means
 - 3.2 use evaluation techniques to determine the customer's requirements
 - 3.3 establish the customer's choice and selection of nail service
 - 3.4 open dialogue with the customer to establish opportunities for advising on and booking in a nail service
 - 3.5 ask the customer if they suffer from any allergies to products or cosmetic ingredients
 - 3.6 identify the condition of the customer's nails and skin
 - 3.7 recommend a nail service for the customer's skin and nail condition
 - 3.8 agree the nail service that meets the customer's needs
 - 3.9 provide accurate guidance on the nail service to influence the customer's booking decisions
 - 3.10 make the booking
 - 3.11 confirm with the customer that they are confident in the booking they have made
-

Range

(AC3.3) **Nail service:**

- manicure
- pedicure
- nail art
- nail enhancements
- nail and skin care treatments

(AC3.9, **Booking:**

- AC3.10)
 - meets customer's expectations
 - meets customer's needs
 - makes the best use of technician's productive time
 - accurately recorded in the business' appointment system
-

Learning outcome

The learner will:

- 4 Know how to maintain safe and effective methods of working when providing advice to customers on nail products and services.

Assessment criteria

The learner can:

- 4.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
- 4.2 the legal and organisational requirements for client preparation
- 4.3 the legal and organisational requirements for own personal hygiene, protection and appearance
- 4.4 safe positioning techniques for self and client and why using these are important
- 4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- 4.6 why it is important to keep their work area clean and tidy
- 4.7 methods of cleaning, disinfection and sterilisation
- 4.8 methods of working safely and hygienically and which minimise the risk of cross-infection
- 4.9 the different types of working methods that promote environmental and sustainable working practices
- 4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients
- 4.11 the hazards and risks which exist in their workplace and the safe working practices which they must follow
- 4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
- 4.13 the legal requirements for waste disposal
- 4.14 the reasons for completing a service in a commercially viable time

Learning outcome

The learner will:

- 5 Know how to evaluate and advise on nail products.

Assessment criteria

The learner can:

- 5.1 the importance of communicating with customers in a professional manner
- 5.2 the importance of non-verbal and verbal communication techniques
- 5.3 how to use different evaluation techniques to establish customer's needs
- 5.4 the importance of establishing the customer's time pressures and expectations when offering to demonstrate any additional products
- 5.5 how to recognise conditions that would prevent or restrict the use of a product
- 5.6 the different types of treatable skin and nail conditions

- 5.7 how to conduct a nail and skin analysis
 - 5.8 the importance of gaining the customer's permission to carry out demonstrations
 - 5.9 how to demonstrate the correct and safe use of retail products, tools and equipment for the nails and skin
 - 5.10 how to match additional or associated products to customers' needs and increase the amount they spend
 - 5.11 the importance of product knowledge when providing the best possible advice and information to customers
 - 5.12 why it is important to allow customers to feel, smell and experience the products being used
 - 5.13 the importance of providing the customer with all necessary information and literature that accompanies their purchase
 - 5.14 the laws governing the application and sale of cosmetics
 - 5.15 steps to take to close the sale of nail and skin care products
-

Range

(AC5.11) **Product knowledge:**

- brand guidelines
- price
- features
- actions
- benefits
- precautions
- ingredients

(AC5.14) **Laws governing the application and sale of cosmetics:**

- Trade Description Act
 - Data Protection legislation
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Consumer Protection legislation
 - Advertising Standards
 - Equality Act
 - Health and Safety at Work Act
-

Learning outcome

The learner will:

- 6 Know how to evaluate and advise on nail services.

Assessment criteria

The learner can:

- 6.1 how to match additional or associated nail services to customers' needs and increase the amount they spend
 - 6.2 the importance of the knowledge of nail services when providing the best possible advice and information to customers
 - 6.3 the advantages and disadvantages of nail enhancement systems and maintenance
-

- 6.4 the importance of providing accurate guidance on nail services to influence the customer's decision to book a nail service
 - 6.5 the factors to consider when scheduling in the booking
 - 6.6 the importance of confirming and making bookings correctly
 - 6.7 the types of information required to make a booking
 - 6.8 the consequences of breaking confidentiality
-

Range

(AC6.3) **Advantages and disadvantages:**

- natural overlays
- tip and overlays
- subsequent maintenance

(AC6.5) **Factors:**

- meets customer's expectations
- meets customer's needs
- makes the best use of technician's productive time
- accurately recorded in the business' appointment system

Unit 217

Provide advice to customers/clients on nail products and services

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 provide advice to customers on nail products and services.
3. Your assessor will observe your performance **on at least 2 occasions**.
4. From the range you must show that you have provided advice and guidance on:
 - a **minimum of 4** nail and skin care products
 - used **all** evaluation techniques
 - booked in a **minimum of 2** nail services
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.
The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit 218

Provide gel polish services for nails

Unit level:	Level 2
GLH:	10
Unit aim:	The learner will be able to consult, plan, prepare and provide gel polish services on clients. Maintain and remove gel polish services on clients. They will know and understand the techniques, tools and equipment used to apply, maintain and remove gel polishes.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.3 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain the client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure our own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Consult, plan and prepare for gel polish services for nails

Assessment criteria

The learner can:

- 2.1 use consultation techniques to determine the client's service plan
- 2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- 2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- 2.4 recognise any contra-indications and take the necessary action
- 2.5 agree the service and outcomes that meet the client's needs
- 2.6 obtain signed, informed consent from the client prior to carrying out the service
- 2.7 cleanse the area to be treated and remove any existing nail finish
- 2.8 identify the condition of the nails and skin
- 2.9 recommend treatments and gel polish finish for the client's skin type and nail condition
- 2.10 use cuticle tools and products to prepare the nail for gel polish application
- 2.11 give the client advice and recommendations on the service provided
- 2.12 ensure the client's records are completed and signed by self and the client

Range

(AC2.1) **Consultation techniques:**

- questioning
- listening
- visual
- manual
- written

(AC2.4) **Necessary action:**

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

(AC2.9) **Gel polish finish:**

- dark colour
- light colour
- French
- design

(AC2.11) **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

Learning outcome

The learner will:

- 3 Apply gel polish services for nails

Assessment criteria

The learner can:

- 3.1 confirm the desired nail length and shape with the client
- 3.2 prepare the nail to ensure maximum adhesion of gel polish finish
- 3.3 apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail

Range

(AC3.2, **Gel polish finish:**

- AC3.3)
- dark colour
 - light colour
 - French
 - design

Learning outcome

The learner will:

- 4 Remove gel polish

Assessment criteria

The learner can:

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

Learning outcome

The learner will:

- 5 Know how to maintain safe and effective methods of working when providing gel polish services for nails

Assessment criteria

The learner can:

- 5.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
- 5.2 the legal and organisational requirements for client preparation
- 5.3 the legal and organisational requirements for their own personal hygiene, protection and appearance
- 5.4 the reasons for maintaining the client's modesty and privacy at all times
- 5.5 safe positioning techniques for self and client and why using these are important

- 5.6 the necessary environmental conditions for services, such as heating and ventilation and why these are important
 - 5.7 why it is important to keep their work area clean and tidy
 - 5.8 methods of cleaning, disinfection and sterilisation
 - 5.9 methods of working safely and hygienically and which minimise the risk of cross-infection
 - 5.10 the different types of working methods that promote environmental and sustainable working practices
 - 5.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow
 - 5.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
 - 5.13 the legal requirements for waste disposal
 - 5.14 the reasons for completing a service in a commercially viable time
-

Range

(AC5.1) **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

(AC5.10) **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

Learning outcome

The learner will:

- 6 Know how to consult, plan and prepare for gel polish services for nails

Assessment criteria

The learner can:

- 6.1 why it is important to communicate with clients in a professional manner
- 6.2 how to complete a consultation taking into account client's diverse needs
- 6.3 the legal requirements for providing treatment to minors under 16 years of age
- 6.4 the age at which an individual is classed as a minor and how this differs nationally
- 6.5 the reasons for agreeing a service that meets the client's needs

Range

(AC6.2) **Diverse needs:**

- cultural
- religious
- age
- disability
- gender

Learning outcome

The learner will:

- 7 Know how to provide gel polish services for nails

Assessment criteria

The learner can:

- 7.1 the legal significance of gaining signed, informed client consent to carry out the service
- 7.2 how to recognise contra-indications that would prevent or restrict the service
- 7.3 the contra-indications requiring medical referral and why
- 7.4 the necessary action to take in relation to specific contra-indications when referring clients
- 7.5 the reasons for not naming specific contra-indications when referring clients
- 7.6 the different types of treatable nail and skin conditions
- 7.7 how to conduct a nail and skin analysis
- 7.8 the different methods used to prepare the natural nail

Range

(AC7.2) **Contra-indications:**

- which prevent:
 - fungal infections
 - viral infections
 - parasitic infections

- severe skin conditions
- severely bitten nails
- which restrict:
 - psoriasis
 - dermatitis
 - severe nail separation
 - broken bones
 - unknown redness or swelling
 - damaged nails
 - thinning nails

Learning outcome

The learner will:

- 8 know how to apply, maintain and remove gel polish services

Assessment criteria

The learner can:

- 8.1 the different natural nail shapes that are likely to be encountered during gel polish services
- 8.2 the reasons for shaping the free edge prior to gel polish application
- 8.3 the different types of curing equipment, including UV or LED and the required setting times
- 8.4 the effects of over curing and under curing on the gel polish finish
- 8.5 the features and benefits of gel polish application and services
- 8.6 how to adapt the gel polish service to suit individual client needs
- 8.7 methods of applying different gel nail finishes
- 8.8 methods of removing gel polish
- 8.9 the effect on the nails and skin of the incorrect use of products and equipment
- 8.10 the implications of layering product and how it will affect the removal process
- 8.11 the difference between gel polish and polish and how they can be combined
- 8.12 the problems that can occur if the gel product is too thick or too thin
- 8.13 different types of gel polish and their chemical background
- 8.14 how to adapt the gel polish if combined with other nail services
- 8.15 the anatomy of the hand and arm
- 8.16 the structure of the nail
- 8.17 the process of nail growth
- 8.18 the functions and structure of the skin

Range

(AC8.1) **Natural nail shapes:**

- fan
- hook
- spoon
- oval
- square

(AC8.15) **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

(AC8.16) **Structure of the nail:**

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- perionychium
- free edge
- lateral nail fold

(AC8.17) **Nail growth:**

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

(AC8.18) **Structure of the skin:**

- dermis
- epidermis
- subcutaneous layer
- appendages

Unit 218

Provide gel polish services for nails

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 in provide gel polish services for nails.
3. Your assessor will observe your performance **on at least 2 occasions**, this must include **both** of the following finishes:
 - dark colour
 - design
4. From the range you must show that you have:
 - used **all** the consultation techniques
 - dealt with **at least 1** of the necessary actions
 - provided **all** types of treatment advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence. The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit 219

Provide basic nail art services

Unit level:	Level 2
GLH:	24
Unit aim:	The learner will be able to consult, plan, prepare and provide nail art services on clients. They will know and understand the techniques, tools and equipment used within nail art.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.4 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain their client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Consult, plan and prepare for basic nail art services

Assessment criteria

The learner can:

- 2.1 use consultation techniques to determine the client's service plan
- 2.2 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- 2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- 2.4 recognise any contra-indications and take the necessary action
- 2.5 agree the service and outcomes that meet the client's needs
- 2.6 obtain signed, informed consent from the client prior to carrying out the service
- 2.7 identify the condition of the nails and skin

Range

(AC2.1) Consultation techniques:

- questioning
- listening
- visual
- manual
- written

(AC2.4) Necessary action:

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Learning outcome

The learner will:

- 3 Apply nail art design

Assessment criteria

The learner can:

- 3.1 use tools and products to prepare the nail for nail art service
- 3.2 select nail art products and tools required for the agreed nail art design and techniques
- 3.3 apply a nail art base according to the design requirements
- 3.4 apply nail art techniques and products in the required sequence to achieve the nail art design
- 3.5 select tools, products and nail art techniques for the agreed design
- 3.6 seal the nail art design, leaving the cuticle and nail wall free from product

- 3.7 ensure that the finished design is to the client's satisfaction and meets the agreed design plan
 - 3.8 give the client advice and recommendations on the service provided
 - 3.9 ensure the client's records are completed and signed by self and the client
-

Range

(AC3.1, **Products:**

- AC3.2)
 - fabrics
 - glitters
 - jewels
 - decals
 - embellishments
 - coloured powders
 - coloured UV gels

(AC3.4) **Techniques:**

- custom blending
 - colour fading
 - marbling
 - painting
 - imprinting
-

Learning outcome

The learner will:

- 4 Know who to maintain safe and effective methods of working when providing basic nail art services

Assessment criteria

The learner can:

- 4.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
 - 4.2 the legal and organisational requirements for client preparation
 - 4.3 the legal and organisational requirements for their own personal hygiene, protection and appearance
 - 4.4 the reasons for maintaining the client's modesty and privacy at all times
 - 4.5 safe positioning techniques for self and client and why using these are important
 - 4.6 the necessary environmental conditions for services, such as heating and ventilation and why these are important
 - 4.7 why it is important to keep their work area clean and tidy
 - 4.8 methods of cleaning, disinfection and sterilisation
 - 4.9 methods of working safely and hygienically and which minimise the risk of cross-infection
 - 4.10 the different types of working methods that promote environmental and sustainable working practices
-

- 4.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow
 - 4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
 - 4.13 the legal requirements for waste disposal
 - 4.14 the reasons for completing a service in a commercially viable time
-

Range

(AC4.1) **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

(AC4.10) **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
-

Learning outcome

The learner will:

- 5 Know how to consult, plan and prepare for nail art services

Assessment criteria

The learner can:

- 5.1 the importance of communicating with clients in a professional manner
 - 5.2 how to complete a consultation taking into account client's diverse needs
 - 5.3 the legal requirements for providing treatment to minors under 16 years of age
 - 5.4 the age at which an individual is classed as a minor and how this differs nationally
 - 5.5 the reasons for agreeing a service that meets the client's needs
 - 5.6 the legal significance of gaining signed, informed client consent to carry out the service
-

- 5.7 how to recognise contra-indications that would prevent or restrict the service and why
 - 5.8 the contra-indications requiring medical referral and why
 - 5.9 the necessary action to take in relation to specific contra-indications when referring clients
 - 5.10 the reasons for not naming specific contra-indications when referring clients
 - 5.11 how to identify treatable nail and skin conditions
 - 5.12 how to conduct a nail and skin analysis
-

Range

(AC5.2) Diverse needs:

- cultural
- religious
- age
- disability
- gender

(AC5.7, AC5.8) Contra-indications:

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

Learning outcome

The learner will:

- 6 Know how to apply nail art design

Assessment criteria

The learner can:

- 6.1 the different methods used to prepare the nails for nail art application
 - 6.2 the different types of techniques used within nail art services and how to carry them out
 - 6.3 the range and use of nail art products and tools
 - 6.4 the importance of understanding colour theory
 - 6.5 how to select and combine colours to complement the design
 - 6.6 the reasons and benefits of applying a nail art base prior to particular nail art designs
 - 6.7 the range of creative nail designs available to clients
 - 6.8 how the client's nail shape and condition of the client's nails can limit the design choice
 - 6.9 how to select, blend and mix products and colours
-

- 6.10 how to select, adapt and create nail art designs to suit different occasions
 - 6.11 the adaptations that can be used to make nail art designs and techniques more commercial
 - 6.12 the reasons for sealing the final nail art design
 - 6.13 the benefits of creating a design portfolio to promote nail art designs
 - 6.14 how current fashion trends can impact on nail art designs
 - 6.15 the structure of the nail
 - 6.16 the process of nail growth
 - 6.17 the structure and functions of the skin
 - 6.18 possible contra-actions that could occur how to deal with them and what advice to give to clients
 - 6.19 the advice and recommendations on products and service
-

Range

(AC6.8) **Nail shapes:**

- fan
- hook
- spoon
- oval
- square

(AC6.15) **Structure of the nail:**

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- perionychium
- free edge
- lateral nail fold

(AC6.16) **Nail growth:**

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

(AC6.17) **Structure of the skin:**

- dermis
- epidermis
- subcutaneous layer
- appendages

(AC6.18) **Contra-actions:**

- allergic reaction
- premature loss of nail art design
- damage to nail art design

(AC6.19) **Advice and recommendations:**

- additional services
- additional products
- the aftercare and maintenance requirements to ensure longevity of the design

Unit 219

Provide basic nail art services

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 provide basic nail art services.
3. Your assessor will observe your performance **on at least 2 occasions**.
4. From the range you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least 1** of the necessary actions
 - used **3 out of 5** techniques
 - used **4 out of 7** products
 - provided **all** advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.
The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Unit 220

Provide nail enhancement systems

Unit level:	Level 2
GLH:	60
Unit aim:	The learner will be able to consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, and maintenance and removal of nail enhancements on clients. They will know and understand the different types of nail enhancements and how to carry out each technique, the different types of tools and equipment and how to use them; to include acrylic, fibreglass/silk and gel systems.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 maintain their responsibilities for health and safety throughout the service
- 1.2 prepare the client and self to meet legal and organisational requirements
- 1.3 protect the client's clothing, hair and accessories throughout the service
- 1.4 maintain the client's modesty and privacy at all times
- 1.5 position the client to meet the needs of the service
- 1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others
- 1.7 ensure environmental conditions are suitable for the client and the service
- 1.8 keep their work area clean and tidy throughout the service
- 1.9 use working methods that minimise the risk of cross-infection
- 1.10 ensure the use of clean equipment and materials
- 1.11 promote environmental and sustainable working practices
- 1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 1.13 dispose of waste materials to meet legal requirements
- 1.14 complete the service within a commercially viable time

Learning outcome

The learner will:

- 2 Consult, plan and prepare for nail enhancement services

Assessment criteria

The learner can:

- 2.1 use consultation techniques to determine the client's service plan
- 2.2 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- 2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16
- 2.4 recognise any contra-indications and take the necessary action
- 2.5 agree the nail enhancements and outcomes that meet the client's needs
- 2.6 obtain signed, informed consent from the client prior to carrying out nail enhancements
- 2.7 cleanse the area to be treated and remove any existing nail finish
- 2.8 select and agree with the client nail enhancements to suit their nail shape and condition
- 2.9 confirm the desired nail length and shape with the client
- 2.10 use cuticle tools and products to remove excess cuticle, without damaging the surrounding skin
- 2.11 prepare the natural nail to ensure maximum adhesion of nail enhancements
- 2.12 give the client advice and recommendations on the service provided
- 2.13 ensure the client's records are completed and signed by self and the client

Range

(AC2.1) **Consultation techniques:**

- questioning
- listening
- visual
- manual
- written

(AC2.4) **Necessary action:**

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

(AC2.5) **Nail maintenance techniques:**

- infill
- rebalance

(AC2.6, **Nail enhancements:**

- AC2.8, AC2.11)
- full set of natural nail overlays
 - full set of natural tips and overlays
 - rebalance
 - full tips with well
 - manually blended application

- pink and white (French polish)

(AC2.12) **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
-

Learning outcome

The learner will:

- 3 Apply natural overlays

Assessment criteria

The learner can:

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

Learning outcome

The learner will:

- 4 Apply tip and overlays

Assessment criteria

The learner can:

- 4.1 select and size the tip and customise to suit the client's natural nail
- 4.2 adhere the tip to the natural nail
- 4.3 cut, shape and blend the tips ensuring no damage is caused to the natural nail, and the tip is undetectable
- 4.4 apply overlay to the nails to suit the client's nail shape and condition
- 4.5 leave a free margin around the cuticle and side wall area of the nail
- 4.6 use filing techniques to create the required balance, shape and length
- 4.7 create a high shine finish using buffing techniques

Learning outcome

The learner will:

- 5 Maintain and remove nail enhancements

Assessment criteria

The learner can:

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

Range

(AC5.1) **Nail enhancements:**

- full set of natural nail overlays
- full set of natural tips and overlays
- rebalance
- full tips with well
- manually blended application
- pink and white (French polish)

Learning outcome

The learner will:

- 6 Know how to maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements

Assessment criteria

The learner can:

- 6.1 their responsibilities for health and safety as defined by any specific legislation covering their job role
- 6.2 the legal and organisational requirements for client preparation
- 6.3 the legal and organisational requirements for their own personal hygiene, protection and appearance
- 6.4 the reasons for maintaining the client's modesty and privacy at all times
- 6.5 safe positioning techniques for self and client and why using these are important
- 6.6 the necessary environmental conditions for services, such as heating and ventilation and why these are important
- 6.7 why it is important to keep their work area clean and tidy
- 6.8 methods of cleaning, disinfection and sterilisation
- 6.9 methods of working safely and hygienically and which minimise the risk of cross-infection
- 6.10 the different types of working methods that promote environmental and sustainable working practices
- 6.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow

- 6.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow
 - 6.13 the legal requirements for waste disposal
 - 6.14 the reasons for completing a service in a commercially viable time
-

Range

(AC6.1) **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

(AC6.10) **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
-

Learning outcome

The learner will:

- 7 know how to consult, plan and prepare for nail enhancement services

Assessment criteria

The learner can:

- 7.1 the importance of communicating with clients in a professional manner
 - 7.2 how to complete a consultation taking into account client's diverse needs
 - 7.3 the legal requirements for providing treatment to minors under 16 years of age
 - 7.4 the age at which an individual is classed as a minor and how this differs nationally
 - 7.5 the reasons for agreeing a service that meets the client's needs
 - 7.6 the legal significance of gaining signed, informed client consent to carry out the service
 - 7.7 the legislative requirements for storing and protecting client data
 - 7.8 how to recognise contra-indications that would prevent or restrict the service
-

- 7.9 the contra-indications requiring medical referral and why
 - 7.10 the necessary action to take in relation to specific contra-indications when referring clients
 - 7.11 the reasons for not naming specific contra-indications when referring clients
 - 7.12 how to identify treatable nail and skin conditions
 - 7.13 how to conduct a nail and skin analysis
 - 7.14 the different methods used to prepare the natural nail for nail enhancements
 - 7.15 the advice and recommendations on products and services
-

Range

(AC7.2) **Diverse needs:**

- cultural
- religious
- age
- disability
- gender

(AC7.8, **Contra-indications:**

- AC7.9)
- 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

(AC7.15) **Advice and recommendations:**

- additional services
- additional products
- aftercare and maintenance requirements for nail enhancements
- recommended intervals between nail enhancement services

Learning outcome

The learner will:

- 8 Know how to apply, maintain and remove nail enhancements

Assessment criteria

The learner can:

- 8.1 the different natural nail shapes that are likely to be encountered during nail enhancement services
- 8.2 how to select and use different types of products, tools and equipment for nail enhancement services
- 8.3 the nail tip selection, application and blending techniques
- 8.4 the techniques used to ensure maximum strength and longevity of nail tips
- 8.5 how to adapt nail enhancement application techniques to suit different nail shapes and conditions
- 8.6 the reasons for leaving a free margin around the cuticle and side wall area
- 8.7 the different types of bonding agents available and their use
- 8.8 methods and techniques used to avoid overexposure to chemicals
- 8.9 the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements
- 8.10 how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue
- 8.11 the techniques for repairing natural nails including splits, cracks, flaking and breakages
- 8.12 the techniques for repairing nail enhancements including lifting, cracking and premature loss
- 8.13 the contra-actions that could occur, how to deal with them and what advice to give to clients
- 8.14 the techniques used for maintaining and removing different nail enhancements
- 8.15 the structure of the nail
- 8.16 the process of nail growth
- 8.17 the functions and structure of the skin

Range

(AC8.1) **Natural nail shapes:**

- fan
- hook
- spoon
- oval
- square

(AC8.13) **Contra-actions:**

- allergic reactions
- overexposure and exothermic reaction
- bacterial infections
- nail separation

- lifting of product
- premature loss of enhancement

(AC8.15) **Structure of the nail:**

- nail plate
- nail bed
- matrix
- cuticle
- lunula
- hyponychium
- eponychium
- perionychium
- free edge
- lateral nail fold

(AC8.16) **Nail growth:**

- nail formation
- growth rate
- factors affecting growth
- the effects of damage on growth
- nail thickness

(AC8.17) **Structure of the skin:**

- dermis
- epidermis
- subcutaneous layer
- appendages

Unit 220

Provide nail enhancement systems

Supporting Information

Evidence requirements

1. The assessment must be performed in a Realistic Working Environment (RWE) on clients. 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 provide nail enhancement systems.
3. Your assessor will observe your performance of the application of nail enhancement systems **on at least 2 occasions, which must include:**
 - full set of tips and overlays
 - rebalance
4. From the range you must practically demonstrate that you have:
 - used **all** the consultation techniques
 - dealt with **at least 1** of the necessary actions
 - provided **all** types of treatment advice and recommendations
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence. The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Appendix 1 Mandatory Core Knowledge

Professionalism and values

The apprentice will be able to:

Carry out and maintain beauty therapy legal, industry and organisational requirements for professionalism and demonstrate a passion for the industry: meet organisational and industry standards of appearance; work under pressure, observe time management and self-management; provide advice and recommendations on the beauty treatments aftercare and appointments; complete services in a commercially viable time and to a high standard; demonstrate an appreciation of equality and diversity; describe the range of treatments and products in the beauty therapy industry; maintain client confidentiality and rights to support the client journey; demonstrate excellent verbal and non-verbal communication skills; deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff when required.

The apprentice will know and understand:

Beauty therapy industry, legal and organisational requirements: procedures, guidelines, codes of practice, ethics, equality and diversity and quality assurance systems; time and self-management principles; Beauty Therapy duties, standards of appearance, personal hygiene, etiquette, housekeeping; commercially viable times for the completion of treatments; continuing professional development; Consumer Rights Act and the Data Protection Act; the role of the reception and associated areas; the types of products and treatments in the beauty therapy and related industries; the importance of aftercare advice and recommendations; verbal and non-verbal communication skills; how to deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff.

Professionalism

This would also include skills, knowledge and understanding of the following:

- professional ethics
- Employee Rights and Responsibilities and industry knowledge
- ensuring personal hygiene and protection meets accepted industry and organisational requirements
- a high standard of personal and professional conduct requirements
- a high level of technical skills and ability
- the completion of services in a commercially viable time
- a willingness to learn
- time management
- the ability to self-manage
- positive attitude
- maintenance of customer care

Organisational and industry standards

This would also include skills, knowledge and understanding of the following:

- meeting both organisational and industry standards of appearance
- having a flexible working attitude
- being a team worker

- maintaining customer care
- having a professional attitude
- having good verbal and non-verbal communication skills
- the maintenance of effective, hygienic and safe working methods
- having skills, knowledge and understanding of the following - housekeeping, business basics, and selling and recommendations (retail)

Communication skills

This would also include skills, knowledge and understanding of the following:

- providing a positive impression of them self and their organisation
- customer care and the client journey, including reception
- basic communication skills
- how to communicate with the general public and colleagues

The role of the reception area

- maintain the reception area
- attend to clients and enquiries
- make appointments for salon services
- taking payments
- handle payments from clients

Safe working practices

The apprentice will be able to:

Meet legal, industry and organisational requirements: maintain effective, hygienic and safe working methods; meet health and safety considerations; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; correctly use, store and dispose of Personal Protective Equipment.

The apprentice will know and understand:

Legal, industry and organisational requirements: use of tools, equipment, materials and products; workplace housekeeping: cleaning, disinfection, sterilisation, waste disposal; supplier or manufacturer's instructions; protection of self and client; direct and indirect cross-infection; contra indications and contra actions; methods that promote environmental and sustainable working practices; how to recognise and reduce the risk of injury to self and others by maintaining correct posture; health and safety legislation and practice.

Hygienic and safe working methods

This would also include skills, knowledge and understanding of the following:

- maintain responsibilities for health and safety throughout the service
- prepare the client and them self to meet legal and organisational requirements
- protect the client's clothing, hair and accessories throughout the service
- maintain the client's modesty and privacy at all times
- position the client to meet the needs of the service
- ensure own posture and working methods minimise fatigue and the risk of injury to them self and others

- repetitive strain injury
- ensure the use of clean equipment and materials
- reason for conduction allergy alert testing
- promote environmental and sustainable working practices
- complete the service within a commercially viable time
- responsibilities for health and safety as defined by any specific legislation covering their job role
- the legal and organisational requirements for client protection and preparation
- the legal and organisational requirements for their own personal hygiene, protection and appearance
- the reasons for maintaining the client's modesty and privacy at all times
- safe positioning techniques for them self and the client to prevent discomfort
- the necessary environmental conditions for services such, as heating, lighting and ventilation, and why these are important
- why it is important to keep their work area clean and tidy
- methods of cleaning, disinfection and sterilisation
- methods of working safely and hygienically to avoid the risk of cross-infection
- how to recognise relevant contra-indications and contra-actions, and take the necessary actions
- the different types of working methods that promote environmental and sustainable working practices
- the hazards and risks which exist in the workplace and the safe working practices which must be followed
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which must be followed
- the legal requirements for waste disposal (clinical waste)
- the correct methods for safe handling, removing and disposing of waste and rubbish
- the correct handling, storing and disposing of substances hazardous to health
- the legal requirements of safety labelling
- the reasons for completing the service in a commercially viable time

Health and safety legislation

Be familiar with the content, with regard to employer and employee responsibilities and requirements under other, current relevant legislation, to include:

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Electricity at Work Regulations
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act
- Trade Descriptions Act
- Consumer Protection legislation

Environmental and sustainable working practices

This would also include skills, knowledge and understanding of the following:

- 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

Core Behaviours

The following behaviours underpin the delivery of services in the beauty sector.

These behaviours ensure that clients/customers receive a positive impression of both the organisation and the individual and meet industry standards of behaviour, as a Beauty Professional:

- 1 Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
- 2 Willingness to learn: enquiring and curious mind, enthusiastic to learn about their chosen career, good work ethic applied to learning, drive and commitment to learn and maintain continual professional development
- 3 Flexible and positive attitude: adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change
- 4 Maintain client/customer care principles and practices: show clients/customers respect at all times and in all circumstances, demonstrate client empathy, sensitivity and awareness
- 5 Team Work: builds good relationships with others, integrity and respect for all colleagues, engender team spirit, is considerate towards others, flexible and adaptable

This would also include skills, knowledge and understanding of the following:

- meeting the salon's standards of behaviour
- greeting the client respectfully and in a friendly manner
- communicate with the client politely and courteously
- identifying and confirming the client's expectations
- responding promptly and positively to the clients' questions and comments
- keeping the client informed and reassured
- responding promptly to a client seeking assistance
- quickly locating information that will help the client
- dealing with problems within the scope of their responsibilities and job role
- show clients and colleagues respect at all times and in all circumstances
- quickly seeking assistance from a senior member of staff when required
- giving the client the information they need about the services or products offered by the salon

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms

- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Appendix 3 Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	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	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e- assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	

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