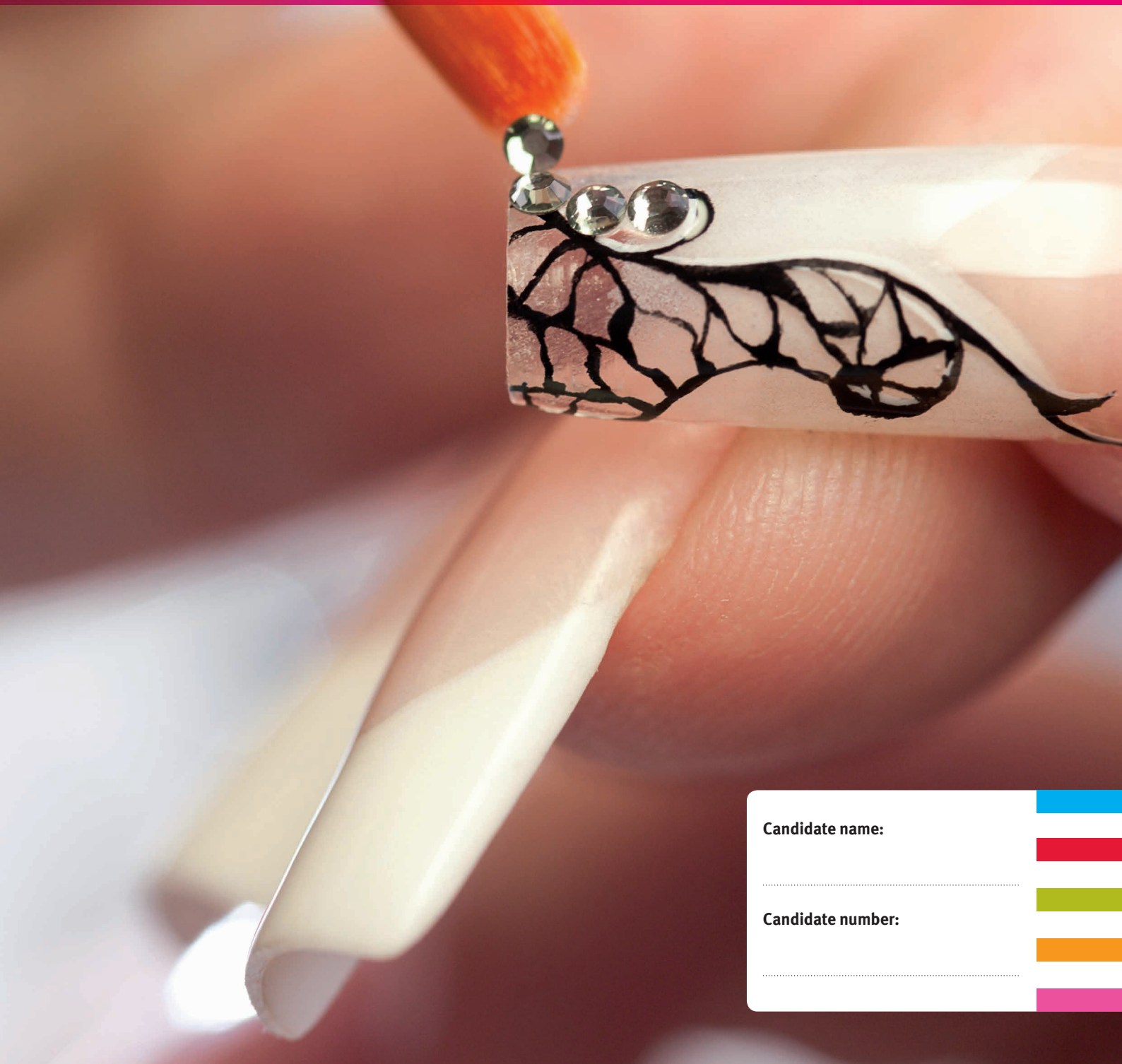




2

Beauty

LEVEL 2 NVQ DIPLOMA IN NAIL SERVICES



Candidate name:

Candidate number:



AN INTRODUCTION TO ITEC

ITEC is the premier International Awarding Organisation for qualifications in Beauty, Complementary and Sports Therapy and now our exciting new addition of Hairdressing. As a niche Awarding Organisation we offer a variety of exciting career pathways for example:

- Traditional Beauty Therapy or the specialisms of Nail Technology and Spa
- Personal Training or the specialism of Yoga and Pilates
- In Complementary Therapy you may choose to study massage or broaden your skills to offer Reflex and Aromatherapy
- The traditional Hairdressing route or you may prefer to specialise in Barbering or African Type Hair. Alternatively there is also advanced hairdressing training to up skill and develop your techniques further

If you wish to deliver the best quality qualifications for your learners, you are in the right place.



Beauty

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Aims and Objectives

The main aim of the ITEC Level 2 NVQ Diploma in Beauty Therapy – Nail Services is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Nail Services

The ITEC Level 2 NVQ Diploma in Beauty Therapy - Nail Services comprises of 8 mandatory units. The total credit value required to achieve this qualification is 40

It also aims:

- to provide skills at Level 2 in the Qualifications and Credit Framework for those interested in the Beauty Industry
- to provide opportunities for staff in the Beauty Industry to gain a Level 2 qualification
- to qualify Learners as Nail Technicians at Level 2 in the Beauty Industry
- to sustain the interest of Learners wanting to work in the Beauty Industry
- to encourage knowledge and understanding of the Beauty Industry at Level 2
- to provide opportunities for Learners to focus on the development of the major key skills and the wider key skills in a beauty context, such as communicating with clients, working with others and problem solving
- to provide opportunities for Learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a Beauty Therapist

The Candidate will study the theory and practice of Nail Services and the underpinning knowledge and skills required to successfully perform these Services

Assessment

This qualification will be internally assessed and externally verified using the Habia Beauty and Spa Therapy Assessment Strategy for NVQs. All units are mandatory

Grading of the Qualification

- a) Practical assessments/observations and oral questions are graded Pass or Refer
- b) MCQ papers are graded Pass or Refer
- c) If a Learner is unsuccessful in any area, they will be re-assessed only in the assessment/written questions where they have not achieved a pass grade, for which they will be referred
- d) Referrals should be completed within one year of the original assessment/observation and/or MCQ paper. The remainder of the results will stay in the ITEC system until all assessments and MCQ papers have been allocated a pass grade
- e) Learners must achieve a pass grade in all practical assessments/observations and underpinning knowledge tests to achieve the ITEC Level 2 NVQ Diploma in Beauty Therapy - Nail Services (see assessment table above)

Opportunities for Progression

Once Candidates have achieved the ITEC Level 2 NVQ Diploma in Beauty Therapy - Make-Up they may progress on to other ITEC or equivalent awards at Level 3, for example:

- Level 2 NVQ Diploma in Beauty Therapy – General
- Level 2 NVQ Diploma in Nail Services
- Level 3 NVQ Diploma in Beauty Therapy – Make-Up
- Level 3 NVQ Diploma in Beauty Therapy – Massage

This award qualifies Graduates to operate their own Salon or Home Visiting Practice. Graduates can also gain employment in Beauty Salons, Hotels, Health Clubs, Spas and Cruise Liners

Relationship to National Occupational Standards (NOS)

ITEC has mapped to National Occupational Standards and ensured that best practice in the workplace has been reflected in the syllabus. ITEC has linked the qualification to the relative job roles as well as ensuring that the syllabus reflects the required level of knowledge and ability for a Nail Technician at Level 2

Professional Body Membership and Insurance

Professional Indemnity and Public Liability Insurance can be obtained via The Complementary Therapists Association (www.CThA.com) and other Industry Associations who recognise the ITEC Diploma

Provide Pedicure Services

ITEC Unit number 709 (NOS N3)

What This Unit Is About

This unit is about providing pedicure services to clients. It covers consulting with the client, recognising any contraindications, preparing for the service and producing a service plan. It also covers filing the nails, applying skin and cuticle treatments, cleaning and drying the feet, removing excessive hard skin, massaging the foot and lower leg and providing a suitable nail finish.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing pedicure services
2. Consult, plan and prepare for the pedicure service
3. Carry out pedicure service
4. Provide aftercare advice

Evidence Requirements

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

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

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

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain Safe and Effective Methods of Working When Providing Pedicure Services by:**
 - a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
 - b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
 - c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to nail services
 - f) maintaining accepted industry hygiene and safety practices throughout the service
 - g) selecting and correctly positioning suitable equipment, materials and products for the nail service
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
 - j) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services

- k) ensuring that the service is cost effective and is carried out within a commercially viable time
- l) leaving the work area and equipment in a condition suitable for further nail services
- m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician
- 2. Consult, Plan and Prepare for the Pedicure Service by:**
- a) using consultation techniques in a polite and friendly manner to record the service plan
- b) obtaining signed, written informed consent from the client prior to carrying out the service
- c) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the service for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any contraindications to pedicure services
- f) accurately recording your client's responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- i) disinfecting the client's feet and effectively removing any existing nail polish and to restore the nails to a natural condition
- j) accurately identifying the condition of the nails and skin
- k) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- l) recommending suitable treatments and products for the client's skin type and nail condition
- m) taking the necessary action in response to any identified contraindications
- n) agreeing the service and outcomes that are acceptable to your client and meet their needs
- 3. Carry Out Pedicure Service by:**
- a) cleaning and drying the client's feet
- b) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c) applying suitable cuticle products for the client
- d) using cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- e) removing any excessive hard skin using a foot rasp, without discomfort to the client, if required
- f) using **foot and nail treatments** correctly to improve the appearance of the client's skin and nails
- g) using the correct quantity and type of massage medium to meet the service plan
- h) using massage techniques smoothly and evenly, at a pressure to meet the client's needs
- i) leaving the feet and lower legs free from excess massage medium
- j) ensuring the nail plate is dehydrated and the underside is clean and free of debris
- k) applying a suitable base coat relevant to the client's needs, if required
- l) applying sufficient polish coats and top coat for the desired finish, if required
- m) ensuring that the **nail finish** is left with a smooth even texture and with the cuticle and nail wall free of product and debris
- n) ensuring that the finished result is to the client's satisfaction and meets the agreed service plan
- 4. Provide Aftercare Advice by:**
- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs

Performance 1Date:

Assessor's Signature: _____

Performance 4Date:

Assessor's Signature: _____

Performance 2Date:

Assessor's Signature: _____

Performance 5Date:

Assessor's Signature: _____

Performance 3Date:

Assessor's Signature: _____

Performance 6Date:

Assessor's Signature: _____

What You Must Cover (Range)

	Page ref.		Page ref.
Your Performance Must Cover		3. Foot and Nail Treatments include:	
1. Consultation Techniques are:		a) paraffin wax	<input type="text"/>
a) questioning	<input type="text"/>	b) foot masks	<input type="text"/>
b) visual	<input type="text"/>	c) thermal boots	<input type="text"/>
c) manual	<input type="text"/>	d) exfoliators	<input type="text"/>
d) reference to client records	<input type="text"/>		
2. Necessary Action Should be:		4. Nail Finish includes:	
a) encouraging the client to seek medical advice	<input type="text"/>	a) dark colour	<input type="text"/>
b) explaining why the service cannot be carried out	<input type="text"/>	b) French	<input type="text"/>
c) modifying the service	<input type="text"/>	5. Advice covers	
		a) suitable aftercare tools and products and their use	<input type="text"/>
		b) avoidance of activities which may cause contra-actions	<input type="text"/>
		c) recommended time intervals in-between nail services	<input type="text"/>

What You Must Know

To perform this unit successfully, you will need to know and understand:

Organisational and Legal Requirements

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

How to Work Safely and Effectively When Providing Pedicure Services

14. the type of personal protective equipment that should be available and used by yourself
15. why it is important to use personal protective equipment
16. what is contact dermatitis and how to avoid developing it when carrying out nail services
17. how to prepare and use the tools and materials for the pedicure service
18. methods of disinfecting and sterilising tools and equipment
19. how to maintain tools and materials in a clean and hygienic condition.
20. the importance of and reasons for cleaning and disinfecting the feet and how to do this effectively
21. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
22. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
23. how to effectively and safely position tools and materials for pedicure services
24. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients

25. how to minimise and dispose of general waste from services
26. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for the Service With Clients

27. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
28. how to give effective advice and recommendations to clients
29. the questioning and listening skills you need in order to find out information
30. how to conduct a nail and skin analysis
31. the importance of questioning clients to establish any contraindications to pedicure services
32. why it is important to record client responses to questioning
33. the legal significance of client questioning and of recording the client's responses
34. why it is important to encourage and allow time for clients to ask questions
35. the importance of and reasons for not naming specific contraindications when encouraging clients to seek medical advice
36. how to prepare service plans

Contraindications and Contra-actions

37. the types of conditions and disorders that may contraindicate the service and why (e.g. fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis and dermatitis, infected in-growing toe nails)
38. the types of conditions and disorders that may restrict the service and why (e.g. bunions, corns, callouses, damaged nails and varicose veins)
39. the importance of questioning clients to establish any contraindications to pedicure services
40. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
41. possible contra-actions which may occur during or after the pedicure service

Anatomy and Physiology

42. the bones of the foot and lower leg
43. the muscles of the foot and lower leg
44. the blood circulation to the foot and lower leg
45. the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium nail wall, free edge, the lateral nail fold)
46. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
47. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
48. the skin characteristics and skin types of different ethnic client groups
49. the different natural nail shapes you are likely to come across during pedicure services (e.g. hook, spoon, fan)

Pedicure Services

50. how to identify treatable nail and skin conditions (e.g. discoloured, dry, brittle, ridged and thickened nails; overgrown cuticles)
51. the different types of techniques used within pedicure and how to carry them out
52. how to select and adapt pedicure services to suit individual client needs
53. how to adapt pedicure service to suit a male client
54. the benefits and effects of the foot and nail treatments in the range
55. the different types of pedicure tools and equipment and how to use them
56. the effects on the nail and skin of incorrect use of pedicure tools
57. the importance of filing the free edge straight
58. the features and benefits of pedicure products
59. the reasons why several services are necessary to improve skin and nail conditions
60. the different types of massage movements used in a pedicure service
61. the effects of massage techniques on the nails, skin, muscle and underlying structures
62. the different types of massage mediums and when they should be used
63. the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish
64. the importance of recommending a nail finish suitable for the client

MANDATORY UNIT | ITEC LEVEL 2 NVQ DIPLOMA IN NAIL SERVICES

- 65. the reasons for applying base and top coat and the consequences of not doing so
- 66. correct method(s) of applying nail finishes in the range
- 67. correct method of removing nail polish

Aftercare Advice for Clients

- 68. aftercare and maintenance requirements for pedicure services and why these are important
- 69. products and tools for home use which will benefit the client
- 70. the contra-actions that could occur after nail services and what advice to give to clients
- 71. recommended intervals between services

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Provide Manicure Services

ITEC Unit number 710 (NOS N2)

What this unit is about

This unit is about providing manicure services to clients. It covers consulting with the client, recognising any contraindications, preparing for the service and producing a service plan. It also covers filing and buffing the nails, using skin and cuticle treatments, massaging the hand and lower arm and providing a suitable nail finish.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing manicure services
2. Consult, plan and prepare for the manicure service
3. Carry out manicure services
4. Provide aftercare advice

Evidence requirements

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

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

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

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing manicure services by**
 - a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
 - b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
 - c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to nail services
 - f) maintaining accepted industry hygiene and safety practices throughout the service
 - g) selecting and correctly positioning suitable equipment, materials and products for the nail service
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
 - j) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
 - k) ensuring that the service is cost effective and is carried out within a commercially viable time
 - l) leaving the work area and equipment in a condition suitable for further nail services
 - m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician.

2. Consult, plan and prepare for the service with clients by

- a) using **consultation techniques** in a polite and friendly manner to record the service plan
- b) obtaining signed, written informed consent from the client prior to carrying out the service
- c) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the service for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any contraindications to manicure services
- f) accurately recording your client’s responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- i) disinfecting the clients hands and effectively removing any existing nail polish to restore the nails to a natural condition
- j) accurately identifying the condition of the nails and skin
- k) explaining your assessment of the client’s nail and skin condition in a clear way to help their understanding
- l) recommending suitable treatments and products for the client’s skin type and nail condition
- m) taking the **necessary action** in response to any identified contraindications
- n) agreeing the service and outcomes that are acceptable to your client and meet their needs.

3. Carry out manicure service by:

- a) confirming the desired nail length and shape with the client
- b) filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c) using the correct buffing technique for the service plan and the client’s needs
- d) applying suitable cuticle products for the client
- e) using cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate are undamaged
- f) using **hand and nail treatments** correctly to improve the appearance of the client’s skin and nails
- g) using the correct quantity and type of massage medium to meet the service plan
- h) using massage techniques smoothly and evenly, at a pressure to meet the client’s needs
- i) leaving the hands and lower arms free of any excess massage medium
- j) ensuring the nail plate is dehydrated and the underside is clean and free of debris
- k) applying a suitable base coat relevant to the client’s needs, if required
- l) applying sufficient polish coats and top coat for the desired finish, if required
- m) ensuring that the nail finish is left with a smooth even texture and with the cuticle and nail wall free of product and debris
- n) ensuring that the finished result is to the client’s satisfaction and meets the agreed service plan.

4. Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p>Performance 1 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 4 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 2 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 5 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 3 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 6 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>

What you must cover (Range)

	Page ref.		Page ref.
1. Consultation techniques are:		d) exfoliators	<input type="text"/>
a) questioning	<input type="text"/>	e) warm oil	<input type="text"/>
b) visual	<input type="text"/>		
c) manual	<input type="text"/>	4. Nail finish includes:	
d) reference to client records	<input type="text"/>	a) dark colour	<input type="text"/>
		b) French	<input type="text"/>
2. Necessary action should be:		c) buffed	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>		
b) explaining why the service cannot be carried out	<input type="text"/>	5. Advice covers:	
c) modifying the service	<input type="text"/>	a) suitable aftercare tools and products and their use	<input type="text"/>
		b) avoidance of activities which may cause contra-actions	<input type="text"/>
3. Hand and nail treatments include:		c) recommended time intervals in-between nail services	<input type="text"/>
a) paraffin wax	<input type="text"/>	d) home care routines	<input type="text"/>
b) hand masks	<input type="text"/>		
c) thermal mitts	<input type="text"/>		

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

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

How to work safely and effectively when providing manicure services

14. the type of personal protective equipment that should be available and used by yourself
15. why it is important to use personal protective equipment
16. what is contact dermatitis and how to avoid developing it when carrying out nail services
17. how to prepare and use the tools and materials for the manicure service
18. methods of disinfecting and sterilising tools and equipment
19. how to maintain tools and materials in a clean and hygienic condition.
20. the importance of and reasons for disinfecting hands and how to do this effectively
21. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
22. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
23. how to effectively and safely position tools and materials for manicure services
24. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients

25. how to minimise and dispose of general waste from services
26. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the treatment with clients

27. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
28. how to give effective advice and recommendations to clients
29. the questioning and listening skills you need in order to find out information
30. how to conduct a nail and skin analysis
31. why it is important to record client responses to questioning
32. the legal significance of client questioning and of recording the client's responses
33. why it is important to encourage and allow time for clients to ask questions
34. how to prepare service plans

Contraindications and contra-actions

35. the types of conditions and disorders that may contra-indicate the service and why (e.g. fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis and dermatitis)
36. the types of conditions and disorders that may restrict the service and why (e.g. minor nail separation, minor eczema, psoriasis and dermatitis, severely bitten or damaged nails)
37. the importance of questioning clients to establish any contraindications to manicure services
38. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
39. possible contra-actions which may occur during or after the manicure service

Anatomy and physiology

40. the bones of the hand and lower arm
41. the muscles of the lower arm and hand
42. the blood circulation to the lower arm and hand
43. the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)
44. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
45. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
46. the skin characteristics and skin types of different ethnic client groups
47. the different natural nail shapes you are likely to come across during manicure services (e.g. hook, spoon, fan)

Manicure treatments

48. how to identify treatable nail and skin conditions (e.g. weak, dry, brittle and ridged nails; dry, split and overgrown cuticles)
49. the different types of techniques used within manicure and how to carry them out
50. how to select and adapt manicure services to suit individual client needs
51. how to adapt manicure service to suit a male client
52. the benefits and effects of the hand and nail treatments in the range
53. the different types of manicure tools and equipment and how to use them
54. the effects on the nail and skin of incorrect use of manicure tools
55. the importance of filing the free edge to complement the client's natural nail
56. the features and benefits of manicure products
57. the reasons why several services are necessary to improve skin and nail conditions
58. the different types of massage movements used in a manicure service
59. the effects of massage techniques on the nails, skin, muscle and underlying structures
60. the different types of massage mediums and when they should be used
61. the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish
62. the importance of recommending a nail finish suitable for the client
63. the reasons for applying base and top coat and the consequences of not doing so
64. correct method(s) of applying nail finishes in the range
65. correct method of removing nail polish

MANDATORY UNIT | ITEC LEVEL 2 NVQ DIPLOMA IN NAIL SERVICES

Aftercare advice for clients

- 66. aftercare and maintenance requirements for manicure services and why these are important
- 67. products and tools for home use that will benefit the client and those to avoid and why
- 68. the recommended time intervals for nail services.

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Carry out Nail Art Services – ITEC Unit number 717 (NOS N4)

What this unit is about

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

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing nail art services
2. Consult, plan and prepare for the nail art services
3. Carry out nail art services
4. Provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing nail art service.
3. Your assessor will observe your performance **on at least 4 occasions (one to be carried out on feet)**.
4. From the range statement, you must practically demonstrate that you:

- have used all the consultation techniques
- have dealt with at least one of the necessary actions*
- have applied all types of nail art techniques
- have provided all types of service advice.

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

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

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing nail art services by**
 - a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
 - b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
 - c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
 - d) ensuring all tools and equipment are cleaned using the correct methods
 - e) effectively disinfecting your hands prior to nail art services
 - f) maintaining accepted industry hygiene and safety practices throughout the service
 - g) selecting and correctly positioning suitable equipment, materials and products for the **nail art techniques**
 - h) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - i) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
 - j) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
 - k) ensuring that the service is cost effective and is carried out within a commercially viable time

- l) leaving the work area and equipment in a condition suitable for further nail art services
- m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician.

2. Consult, plan and prepare for the nail art service by:

- a) using **consultation techniques** in a polite and friendly manner to record the design plan
- b) obtaining signed, written informed consent from the client prior to carrying out the service
- c) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the service for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any contra-indications to nail art services
- f) accurately recording your client's responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) disinfecting the client's hands and feet, effectively removing any existing nail polish to restore the nails to a natural condition
- i) accurately identifying the condition of the nails and skin
- j) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- k) taking the **necessary action** in response to any identified contra-indications
- l) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- m) recommending nail art designs and products to suit the client's nail shape and condition
- n) agreeing the service and outcomes that are acceptable to your client and meet their needs.

3. Provide nail art service to clients by:

- a) filing the nails correctly, ensuring that the nail free edge is left smooth and shaped to the required length
- b) ensuring the nail is left clean and free of debris and the cuticle is neat and tidy
- c) applying a suitable base coat and nail art base according to the design plan
- d) using products for **nail art techniques** according to industry guidelines
- e) using suitable tools and **nail art techniques** for the agreed design
- f) applying **nail art techniques** in the correct sequence to achieve the required design
- g) effectively finishing the nail art design, leaving the cuticle free from any product
- h) ensuring that the finished result is to the client's satisfaction and meets the agreed design plan.

4. Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover			
1. Consultation techniques are:		d) foiling	<input type="text"/>
a) questioning	<input type="text"/>	e) flatstones	<input type="text"/>
b) visual	<input type="text"/>	f) rhinestones	<input type="text"/>
c) manual	<input type="text"/>	g) marbling	<input type="text"/>
d) reference to client records.	<input type="text"/>	h) striping	<input type="text"/>
		i) dotting	<input type="text"/>
		j) freehand.	<input type="text"/>
2. Necessary action should be:		4. Advice covers:	
a) encouraging the client to seek medical advice	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
b) explaining why the service cannot be carried out	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
c) modifying the service.	<input type="text"/>	c) recommended time intervals in-between nail services.	<input type="text"/>
3. Nail art techniques are:			
a) coloured polishes	<input type="text"/>		
b) transfers	<input type="text"/>		
c) glitters	<input type="text"/>		

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

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

How to work safely and effectively when providing nail art services

14. the type of personal protective equipment that should be available and used by yourself
15. why it is important to use personal protective equipment
16. what is contact dermatitis and how to avoid developing it when carrying out nail services
17. how to prepare and use the tools and materials for the nail art service
18. methods of disinfecting and sterilising tools and equipment
19. how to maintain tools and materials in a clean and hygienic condition.
20. the importance of and reasons for disinfecting hands and how to do this effectively
21. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
22. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
23. how to effectively and safely position tools and materials for nail art services
24. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients
25. how to minimise and dispose of general waste from services
26. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the service with clients

- 27. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- 28. how to give effective advice and recommendations to clients
- 29. the questioning and listening skills you need in order to find out information
- 30. how to conduct a nail and skin analysis
- 31. the importance of questioning clients to establish any contra-indications to nail art services
- 32. why it is important to record client responses to questioning
- 33. why it is important to encourage and allow time for clients to ask questions
- 34. the legal significance of client questioning and of recording the client’s responses
- 35. how to prepare service plans

Contra-indications and contra-actions

- 36. the types of conditions and disorders that may contra-indicate the service and why (e.g. fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis, dermatitis and severely bitten nails)
- 37. the types of conditions and disorders that may restrict the service and why (e.g. minor nail separation, minor eczema, psoriasis and dermatitis or damaged nails)
- 38. the importance of questioning clients to establish any contra-indications to nail art services
- 39. the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
- 40. possible contra-actions which may occur during or after the nail art service

The structure and growth of nails

- 41. the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge)
- 42. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
- 43. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
- 44. the skin characteristics and skin types of different ethnic client groups
- 45. the different natural nail shapes you are likely to come across during nail art services (e.g. hook, spoon, fan)

Nail art services

- 46. the different techniques used within nail art services and how to carry them out
- 47. the different types of nail art products and their use
- 48. the different types of tools and how to use them
- 49. the different style and themes of designs available
- 50. selecting and combining colours to complement your design
- 51. the limitations on the application of nail art designs due to the condition of clients’ nails
- 52. the maintenance requirements for nail art designs
- 53. how to safely and effectively remove nail art designs

Aftercare advice for clients

- 54. aftercare and maintenance requirements for nail art services and why these are important
- 55. products for home use that will benefit the client
- 56. the contra-actions that could occur after nail services and what advice to give to clients
- 57. how to deal with accidental damage
- 58. the recommended time intervals for nail art services.

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor’s Signature: _____

Learner’s Signature: _____

Apply and maintain nail enhancements to create a natural finish – ITEC Unit number 718 (NOS N5)

What this unit is about

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

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

The main outcomes of the unit are:

1. Maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements
2. Consult, plan and prepare for the nail enhancement services
3. Apply natural overlays
4. Apply tip and overlays
5. Maintain nail enhancements
6. Remove nail enhancements
7. Provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for applying and maintaining nail enhancements to create a natural finish, using **one** of the following systems:
 - Gel
 - Liquid and powder
 - Wrap
3. Your assessor will observe your performance **on at least 6 occasions, which must include:**
 - **1 for the application of a full set of natural nail overlays**
 - **2 for a full set of tips and overlays**
 - **2 for the maintenance and repair of a full set of nail enhancements**
 - **1 for the removal of a full set of tips and overlays**
4. From the range statement, you must practically demonstrate that you:
 - have used all the consultation techniques
 - have carried out **at least one** of the necessary actions*
 - have applied all types of services
 - have carried out all types of nail maintenance
 - have provided all types of advice

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

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

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. Maintain safe and effective methods of working when enhancing, maintaining and removing nails by

- a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d) ensuring all tools and equipment are cleaned using the correct methods
- e) effectively disinfecting your hands prior to **nail services**
- f) selecting and correctly positioning suitable equipment, materials and products for the **nail services**
- g) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- h) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
- i) using chemicals in a safe manner without risk of overexposure to self and clients
- j) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- k) ensuring that the service is cost effective and is carried out within a commercially viable time
- l) leaving the work area and equipment in a condition suitable for further nail services
- m) ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician.

2. Consult, plan and prepare for the nail enhancement services by

- a) using **consultation techniques** in a polite and friendly manner to record the service plan
- b) obtaining signed, written informed consent from the client prior to carrying out the service
- c) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the service for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any contra-indications to nail services
- f) accurately recording your client's responses to questioning
- g) encouraging clients to ask questions to clarify any points
- h) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- i) effectively disinfecting the area to be treated
- j) effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- k) accurately identifying the condition of the nails and skin
- l) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- m) recommending nail enhancements to suit the client's nail shape and condition
- n) taking the necessary action in response to any identified contra-indications
- o) agreeing the service and outcomes that are acceptable to your client and meet their needs.

3. Apply natural overlays by:

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

4. Apply tip and overlays by:

- a) removing skin debris to leave the cuticle neat and undamaged
- b) filing the free edge to achieve the required shape and length

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- c) removing surface shine and dehydrating the natural nail to ensure maximum adhesion of tip
- d) selecting the correct tip size and customising it to suit the client’s natural nail
- e) correctly adhering tip to the natural nail to ensure longevity
- f) ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable
- g) dehydrating the natural nail to ensure maximum adhesion of overlay
- h) applying overlay to all nails in the correct sequence following manufacturer’s instructions
- i) leaving a free margin around the cuticle and side wall area of the nail
- j) using buffing and filing techniques to leave the nail balanced with a smooth even surface shine to the required shape and length
- k) taking appropriate and prompt remedial action where contra-actions occur during the course of the **nail service**.

5. Maintain nail enhancements by:

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

6. Remove nail enhancements by:

- a) removing overlays following manufacturer’s instructions
- b) ensuring the natural nail plate is free from product and undamaged
- c) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail removal.

7. Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p>Performance 1 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 4 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 2 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 5 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>
<p>Performance 3 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>	<p>Performance 6 Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessor’s Signature: _____</p>

What you must cover (Range)

	Page ref.		Page ref.
Your performance must cover			
1. Consultation techniques are:			
a) questioning	<input type="text"/>	3. Nail services are:	<input type="text"/>
b) visual	<input type="text"/>	a) full set of natural nail overlays	<input type="text"/>
c) physical examination	<input type="text"/>	b) full set of natural tips and overlays.	<input type="text"/>
d) reference to client records.	<input type="text"/>	4. Nail maintenance techniques are:	
		a) infill	<input type="text"/>
		b) rebalance.	<input type="text"/>
2. Necessary action should be:			
a) encouraging the client to seek medical advice	<input type="text"/>	5. Advice covers:	
b) explaining why the service cannot be carried out	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
c) modifying the service.	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
		c) recommended time intervals in-between nail services.	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Organisational and legal requirements

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

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

14. the type of personal protective equipment that should be available and used by yourself
15. why it is important to use personal protective equipment
16. what is contact dermatitis and how to avoid developing it when carrying out enhancement, maintenance and removal of nail services
17. how to prepare and use tools, equipment and materials for the nail system
18. methods of disinfecting and sterilising tools and equipment
19. how to maintain tools and materials in a clean and hygienic condition.
20. the importance of and reasons for disinfecting hands and how to do this effectively
21. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
22. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
23. how to effectively and safely position tools and materials for the nail service
24. the condition in which the work area should be left and why this is important

Consult, plan and prepare for the treatment with clients

25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
26. how to give effective advice and recommendations to clients

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27. the questioning and listening skills you need in order to find out information
28. how to conduct a nail and skin analysis
29. the importance of questioning clients to establish any contra-indications to nail services
30. why it is important to record client responses to questioning
31. the legal significance of client questioning and of recording the client's responses
32. why it is important to encourage and allow time for clients to ask questions
33. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
34. how to prepare service plans

Contra-indications and contra-actions

35. the types of conditions and disorders that may contra-indicate the service and why (e.g. fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation or damage, severe eczema, psoriasis and dermatitis)
36. the types of conditions and disorders that may restrict the service and why (e.g. minor nail separation, minor eczema, psoriasis and dermatitis, severely bitten or damaged nails, unknown swelling and redness)
37. the importance of questioning clients to establish any contra-indications to nail services
38. the importance of and reasons for not naming specific contra-indications when referring clients to a general practitioner
39. the contra-actions which may occur during or after the service and how to deal with them (e.g. allergic reactions, overexposure and exo-thermic reaction, bacterial infections, nail separation, lifting of product, premature loss of extension)

Anatomy and physiology

40. the structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, perionychium, free edge, the lateral nail fold)
41. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
42. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
43. the different natural nail shapes you are likely to come across during nail services (e.g. hook, spoon, fan) and how this can affect your service plan

Nail enhancement services

44. the importance of natural nail preparation prior to nail enhancement services
45. the key differences between UV gel, liquid and powder and wrap nail enhancement systems
46. the advantages and disadvantages of each nail enhancement system
47. the importance of preparation and safe use of files and buffers to prevent nail and skin damage (e.g. grit, grip and pressure)
48. how to select and use files and buffers for nail enhancement services
49. the factors that influence the choice of nail enhancement services
50. the importance of using the correct methods and techniques to avoid overexposure
51. why it is important to leave a free margin around the cuticle and side wall area
52. the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping
53. the importance of choosing the correct size of tip
54. the importance of correct tip application and blending
55. how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue

Maintenance and repair

56. the techniques for repairing natural nails including splits, cracks, flaking and breakages
57. the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration
58. the factors that influence maintenance requirements for each nail system (ie. in-fill or re-balance)
59. the importance of selecting and carrying out the correct removal techniques for each nail system

Aftercare advice for clients

60. aftercare, maintenance and removal requirements for nail enhancements and why these are important
61. recommended intervals between nail enhancement services
62. the contra-actions that could occur after nail services and what advice to give to clients
63. suitable home care products and how to apply them
64. how to deal with accidental damage.

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Fulfill salon reception duties – ITEC Unit number 508 (NOS G4)

What this unit is about

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

The main outcomes of this unit are:

1. Maintain the reception area
2. Attend to clients and enquiries
3. Make appointments for salon services
4. Handle payments from clients

Evidence requirements

1. Evidence from simulated activities may be used to produce performance evidence for the following **but only when naturally occurring performance evidence cannot be obtained for:**

Methods of Payment Range Variables - 'cash equivalents', 'cheque' and 'payment cards' and handling the types of payment discrepancies listed.

2. You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
3. Your Assessor will observe these aspects of your performance **on at least 3 occasions. These observations must cover all 4 main outcomes** of this unit.
4. From the range statement, you must show that you have:
 - handled **3 of the 4*** types of people
 - handled **2 of the 3*** types of enquiries
 - handled both types of appointment
 - obtained all the appointment details
 - handled all the methods of payment
 - dealt with all the types of discrepancy.

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

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

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain the reception area by**
 - a) ensuring the reception area is clean and tidy at all times
 - b) maintaining the agreed levels of reception stationery
 - c) ensuring that product displays have the right levels of stock at all times
 - d) offering clients hospitality to meet your salon's client care policies.
2. **Attend to clients and enquiries by**
 - a) attending to **people** promptly and in a polite manner
 - b) correctly identifying the purpose of **enquiries**
 - c) confirming appointments and promptly informing the relevant person
 - d) promptly referring **enquiries** which cannot be dealt with to the relevant person for action

- e) **recording messages correctly and passing them to the relevant person at the right time**
- f) giving accurate information clearly
- g) giving confidential information only to authorised people
- h) balancing the need to give attention to individuals whilst ensuring others are not left without attention.
- 3. Make appointments for salon services by**
- a) dealing with all requests for **appointments** politely and promptly
- b) accurately identifying client requirements for the service requested
- c) scheduling appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
- d) confirming that the **appointment details** are acceptable to the client
- e) recording **appointment details** accurately, clearly and to meet your salon’s requirements.
- 4. Handle payments from clients by**
- a) accurately totalling charges to the client
- b) informing clients of charges clearly and in a courteous manner
- c) visually inspecting purchases for condition and quality as they are processed for payment
- d) establishing the client’s **method of payment** and acknowledging receipt of payments
- e) ensuring accepted payments are correct
- f) recording information about the sale accurately, clearly and to meet your salon’s requirements
- g) gaining authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
- h) tactfully informing clients when authorisation cannot be obtained for non-cash payments
- i) identifying and resolving, where possible, any **discrepancies** in payments within the limits of your own authority
- j) promptly referring payment **discrepancies** which you cannot resolve to the relevant person for action
- k) giving the correct change and issuing receipts when required by clients
- l) following cash point security procedures at all times
- m) identifying and reporting low levels of change in time to avoid shortages.

Performance 1

Date:

Assessor’s Signature: _____

Performance 3

Date:

Assessor’s Signature: _____

Performance 2

Date:

Assessor’s Signature: _____

What you must cover (Range)

- handle 3 of the 4* types of people
- handle 2 of the 3* types of enquiries

	Page ref.		Page ref.
1. People		c) service required	<input type="text"/>
a) who have different needs and expectations	<input type="text"/>	d) estimated price	<input type="text"/>
b) who appear angry	<input type="text"/>	e) date	<input type="text"/>
c) who may be confused	<input type="text"/>	f) time	<input type="text"/>
d) who have a complaint	<input type="text"/>	g) member(s) of staff booked for service	<input type="text"/>
2. Enquiries		5. Methods of payment are	
a) in person	<input type="text"/>	a) cash	<input type="text"/>
b) by telephone	<input type="text"/>	b) cash equivalents	<input type="text"/>
c) electronically	<input type="text"/>	c) cheque	<input type="text"/>
3. Appointments are made		d) payment cards	<input type="text"/>
a) in person	<input type="text"/>	6. Discrepancies are	
b) by telephone	<input type="text"/>	a) invalid currency	<input type="text"/>
4. Appointment details are		b) invalid card	<input type="text"/>
a) client's name	<input type="text"/>	c) incorrect completion of cheque	<input type="text"/>
b) client's contact details	<input type="text"/>	d) suspected fraudulent use of payment card	<input type="text"/>
		e) payment disputes.	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Salon and legal requirements

1. your salon's procedures for
 - maintaining confidentiality
 - taking messages
 - making and recording appointments
 - dealing with suspected fraud
 - authorising non-cash payments when these are 'over limit'
 - client care at reception
 - personal safety
2. the limits of your authority when
 - maintaining the reception area
 - attending to people and enquiries
 - making appointments
 - dealing with payments and discrepancies
3. the consequences of breaking confidentiality
4. who to refer to with different types of enquiries
- 5. the person in your salon to whom you should refer reception problems**
6. relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act

Communication

7. the importance of taking messages and passing them on to the right person at the right time
8. the importance of effective communication to the salon's business
9. how and when to ask questions

10. how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
11. how to say things that suit the purpose of your discussion
12. how to speak clearly in a way that suits the situation
13. how to show you are listening closely to what people are saying to you
14. how to adapt what you say to suit different situations (i.e. the amount you say, your manner and tone of voice)

Salon services, products and pricing

15. the services available, their duration and cost
16. the products available for sale and their cost
17. what to look for to identify any defects in products as they are being processed for sale (e.g. damage, loose packaging, cracked and/or leaking containers e.t.c.)
18. how to identify any current discounts and special offers (e.g. 2-for-1 offers, coupons, e.t.c.)
19. what and how much stationery should be kept at your reception area

Calculating and taking payments

20. common methods of calculating payments including point of sale technology and physical calculations
21. how to keep cash and other payments safe and secure
22. the types of payment that you are authorised to accept
23. how to gain electronic authorisation for payment cards
24. how to identify suspected counterfeit payments
25. how to identify suspected stolen cheques, credit cards and payment cards
26. how to deal with customers offering suspect tender or suspect non-cash payments
27. consequences of failure to handle payments correctly

Making appointments

28. the importance of making appointments correctly
29. the common systems available for making appointments within the hairdressing industry (e.g. manual and electronic).

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

Develop and maintain your effectiveness at work – ITEC Unit number 510 (NOS G8)

What this unit is about

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

The main outcomes of this unit are:

1. Improve your personal performance at work
2. Work effectively as part of a team

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. You will need to collect 'paper evidence' (also known as documentary evidence) to show that you have participated in development activities at work.
4. Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion which will be recorded**.
5. From the range statement, you must show that you:
 - have participated in all the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance to both an individual colleague and in a group of your colleagues.
6. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.
 - have consulted with new and regular clients
 - have adapted your advice to take into account the factors limiting or affecting services
 - have used all the means of identifying clients' wishes
 - have identified or can describe suspected infections and infestations needing reporting.
7. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

- 1. Improve your personal performance at work by**
 - a) identifying your own strengths and weaknesses and discussing them with the relevant person
 - b) finding out more information from relevant people to perform a task when the instructions you have are unclear
 - c) seeking feedback from relevant people about how you can improve your performance
 - d) asking your colleagues for help and taking **opportunities to learn** when they are available
 - e) seeking help from relevant people when you are unable to obtain learning opportunities relating to your work
 - f) regularly reviewing developments in hairdressing and related areas
 - g) agreeing realistic work **targets** with the relevant person
 - h) regularly reviewing your progress towards achieving your agreed **targets**
 - i) using the results of your reviews to develop your future personal development plan.
- 2. Work effectively as part of a team by**
 - a) agreeing ways of working together to achieve objectives
 - b) politely asking for help and information from your colleagues, when necessary
 - c) responding to requests for assistance from colleagues willingly and politely
 - d) anticipating the needs of others and promptly offering **assistance** within your capabilities

- e) making effective use of your time throughout your working day
- f) reporting problems likely to affect salon services to the relevant person promptly and accurately
- g) resolving misunderstandings with your colleagues in a helpful way at the time they happen
- h) being friendly, helpful and respectful in the contact you have with colleagues.

Performance 1

Date:

Assessor's Signature: _____

What you must cover (Range)

■ use 2 out of the 6

■ use 1 out of the 2

	Page ref.		Page ref.
Opportunities to learn are		2. Targets for	
a) from colleagues and other relevant people	<input type="text"/>	a) productivity	<input type="text"/>
b) active participation in training and development activities	<input type="text"/>	b) personal development	<input type="text"/>
c) active participation in salon activities	<input type="text"/>	3. Assistance is given	
		a) on a one-to-one basis	<input type="text"/>
		b) in a group	<input type="text"/>

What you must know

To perform this unit successfully, you will need to know and understand:

Salon roles, procedures and targets

1. your job role and responsibilities and how this relates to the role of other team members
2. how to get information about your job, your work responsibilities and the standards expected of you
3. how to find out relevant information about other people's areas of responsibility
4. the limits of your own authority and that of others in relation to giving assistance
5. why it is important to work within your job responsibilities and what might happen if you do not do so
6. the standards of behaviour that are expected of you when working in the salon
7. your salon's appeal and grievance procedures
8. the commercially viable range of times for the performance of hairdressing services offered
9. your productivity targets and timescales
10. your personal development targets and timescales
11. the importance of meeting your work targets

Improving your performance

12. how to identify your own strengths and weaknesses
13. the importance of continuous professional development and how it affects your job role
14. who can help you identify and obtain opportunities for your development/training
15. how using the National Occupational Standards for Hairdressing can help you identify your development needs
16. how to access information on National Occupational Standards and qualifications, relevant to hairdressing
17. how to maintain awareness of current and emerging trends and developments within the industry and why this is important
18. the importance of continually using and updating your own personal development plan

Working with others

19. why harmonious working relationships are important
20. how to react positively to reviews and feedback and why this is important
21. support co-operative ways of working (e.g. anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)
22. how to manage your time effectively
23. who to report to when you have difficulties in working with others
24. how to deal with relationship difficulties and conflicts when working with others
25. the questioning and listening skills you need in order to find out information.

Promote additional services or products to customers – ITEC Unit number 509 (NOS G18)

What this unit is about

Services or products are continually changing in salons to keep up with clients' expectations.

By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. However, it is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

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

The main outcomes of this unit are:

1. Identify additional services or products that are available
2. Inform clients about additional services or products
3. Gain client commitment to using additional services or products

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit. *(Guidelines for the assessment of a Realistic Working Environment can be found in the Client Service Assessment Strategy for NVQ/SVQ Levels 2, 3 and 4 – January 2006)*
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence that the additional services or products offered include:
 - use of services or products that are new to your client
 - additional use of services or products that your client has used before.
5. Your evidence must show that you:
 - follow salon procedures for offering additional services or products to your clients
 - create opportunities for encouraging your clients to use additional services or products
 - identify what your client wants by seeking information directly
 - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, email, internet, intranet or by any other method you would be expected to use within your job role.

What you must do (Performance Criteria)

1. **Identify additional services or products that are available by**
 - a) updating and developing your knowledge of your salon's services or products
 - b) checking with others when you are unsure of new service or product details
 - c) identifying appropriate services or products that may interest your client
 - d) spotting opportunities for offering your client additional services or products that will improve their client experience
2. **Inform clients about additional services or products by**
 - a) choosing the most appropriate time to inform your client about additional services or products
 - b) choosing the most appropriate method of communication to introduce your clients to additional services or products
 - c) giving your client accurate and sufficient information to enable them to make a decision about the additional services or products
 - d) giving your client time to ask questions about the additional services or products

3. Gain client commitment to using additional services or products by

- a) closing the discussion appropriately if your client shows no interest
- b) giving relevant information to move the situation forward when your client shows interest
- c) securing client agreement and checking client understanding of the delivery of the service or product
- d) taking action to ensure prompt delivery of the additional services or products to your client
- e) refer your client to others or to alternative sources of information if the additional services or products are not your responsibility.

Performance 1

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

What you must cover (Range)

No Range Statement has been defined for this unit.

What you must know

To perform this unit successfully, you will need to know and understand:

Salon requirements

1. your salon’s procedures and systems for encouraging the use of additional services or products

Service and product promotion

2. how the use of additional services or products will benefit your clients
3. how your client’s use of additional services or products will benefit your salon
4. the main factors that influence clients to use your services or products
5. how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
6. how to give appropriate, balanced information to clients about services or products.

Knowledge covered by:

MCQ

Date:

Assessor’s Signature: _____

Assignment

Date:

Oral questions

Date:

Learner’s Signature: _____

Ensure responsibility for actions to reduce risk to health and safety – ITEC Unit number 500 (NOS G20)

What this unit is about

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

This unit is about the health and safety

responsibilities of everyone in the workplace.

It describes what you must do to make sure that:

- your own actions do not create any health and safety hazards
- you do not ignore the hazards that present risks in your workplace, and
- you take sensible action to put things right, including reporting situations which pose a danger to people in your workplace and seeking advice

It is very important that you understand the terms “hazard”, “risk” and “control”.

The Health & Safety Executive (HSE) is the body appointed to support and enforce health & safety law. They have defined two important concepts as follows:

Hazard “a hazard is something with potential to cause harm”

Risk “a risk is the likelihood of the hazard’s potential being realised”

Control “the means by which risks identified are eliminated or reduced to acceptable levels”

Almost anything may be a hazard, but may or may not become a risk. Examples of hazards which present the highest risks in a hair and beauty workplace are:

1. A trailing electric cable from a piece of equipment is a **hazard**. If it is trailing across a passageway there is a high **risk** of someone tripping over it, but if it lies along a wall out of the way, the **risk** is much less.
2. Poisonous or flammable chemicals are **hazards** and may present a high **risk**. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the risk is much less than if they are left about for anyone to use or misuse.
3. A failed light bulb is a **hazard**. If it is just one bulb out of many in a room it presents very little **risk**, but if it is the only light on a stairwell, it is a very high **risk**. Changing the bulb may be a high **risk**, if it is high up, or if the power has been left on, or low **risk** if it is in a table lamp which has been unplugged.
4. A box of heavy material is a **hazard**. It presents a higher **risk** to someone who lifts it incorrectly, rather than someone who uses the correct manual handling techniques.

Evidence requirements

1. The Common Evidence Requirements below are in addition to the ENTO Assessment Strategies approved by UKCG in February 2008.
2. The standards require evidence of consistent occupational competence, as defined by the standards, to be demonstrated through relevant work activities. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
3. **Assessment of performance and knowledge in the workplace**

All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:

- direct observation of the candidate in the workplace
- witness testimony by colleagues and line managers of the candidate’s successful performance of activities in the workplace
- documentary and other product based evidence
- a personal report by the candidate endorsed by colleagues
- questions
- discussion
- professional discussion.

- This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies who will develop their own guidance documentation on evidence requirements.

What you must do (Performance Criteria)

To perform this unit successfully, you must:

Identify the hazards and evaluate the risks in your workplace:

- identify which workplace instructions are relevant to your job
- identify those working practices in your job which could harm you or others
- identify those aspects of your workplace which could harm you or others
- check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others
- deal with hazards in accordance with workplace instructions and legal requirements
- correctly name and locate the people responsible for health and safety in your workplace
- report to the people responsible for health and safety in your workplace those hazards which present the highest risks

Reduce the risks to health and safety in your workplace:

- carry out your work in accordance with your level of competence, workplace instructions, suppliers' or manufacturers' instructions and legal requirements
- control those health and safety risks within your capability and job responsibilities
- pass on suggestions for reducing risks to health and safety to the responsible people
- make sure your behaviour does not endanger the health and safety of you or others in your workplace
- follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- report any differences between workplace instructions and suppliers' or manufacturers' instructions
- make sure that your personal presentation and behaviour at work:
 - protects the health and safety of you and others
 - meets any legal responsibilities, and
 - is in accordance with workplace instructions
- make sure you follow environmentally-friendly working practices

Performance 1

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

What you must cover (Range)

No range has been defined for this unit.

What you must know

1. To perform this unit successfully, you will need to know and understand:
2. what “hazards” and “risks” are
3. your responsibilities and legal duties for health and safety in the workplace
4. your responsibilities for health and safety as required by the law covering your job role
5. the hazards which exist in your workplace and the safe working practices which you must follow
6. the particular health and safety hazards which may be present in your own job and the precautions you must take
7. the importance of remaining alert to the presence of hazards in the whole workplace
8. the importance of dealing with, or promptly reporting, risks
9. the responsibilities for health and safety in your job description
10. the safe working practices for your own job
11. the responsible people you should report health and safety matters to
12. where and when to get additional health and safety assistance
13. your scope and responsibility for controlling risks
14. workplace instructions for managing risks which you are unable to deal with
15. suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which you must follow
16. the importance of personal presentation in maintaining health and safety in your workplace
17. the importance of personal behaviour in maintaining the health and safety of you and others
18. the risks to the environment which may be present in your workplace and/or in your own job

Knowledge covered by:**MCQ**Date: **Assignment**Date: **Oral questions**Date:

Assessor's Signature: _____

Learner's Signature: _____



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