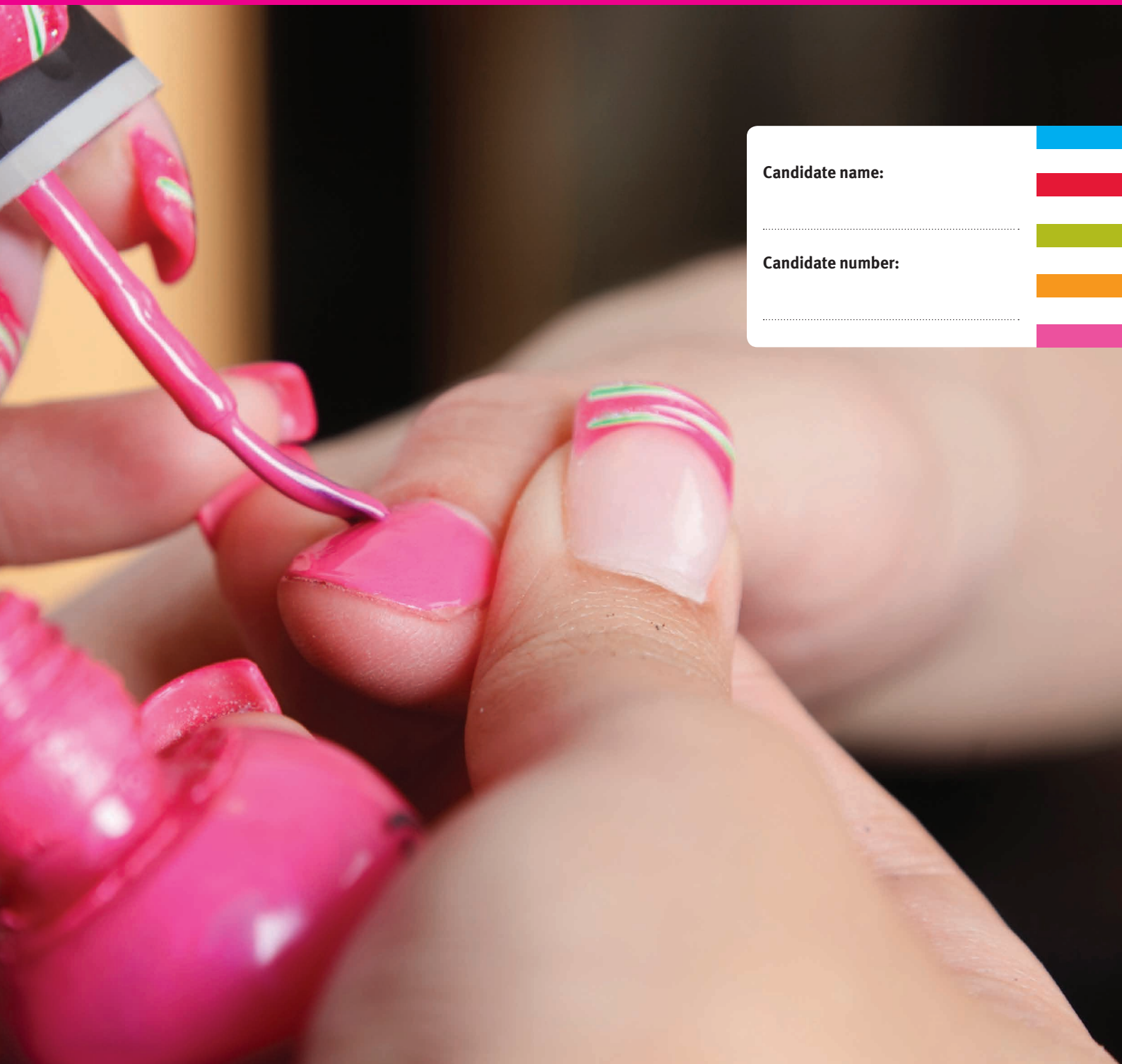




3

Beauty

ITEC LEVEL 3 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 3 NVQ Diploma in Nail Services is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Nail Services

It also aims:

- to provide skills at Level 3 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 3 qualification
- to qualify Learners as Nail Technicians at Level 3 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 3
- 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 Beauty Therapy 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

Grading of the Qualification

- a) Practical assessments/observations 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 3 NVQ Diploma in Nail Services (see assessment table above)

Opportunities for Progression

Once Candidates have achieved the ITEC Level 3 NVQ Diploma in Nail Services they may progress on to other ITEC or equivalent awards at Level 3, for example:

- Level 3 NVQ Diploma in Beauty Therapy
- Level 3 NVQ Diploma in Beauty Therapy – Make-up
- Level 3 NVQ Diploma in Beauty Therapy – Massage
- Level 3 Diploma in Spa Treatments
- Level 3 Diploma in Advanced Skin Care
- Level 3 Diploma in Spa and Salon Management

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 3.

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

Maintain Nails Using UV Gel ITEC Unit number 739 (NOS N6)

What This Unit Is About

This unit is providing services to enhance, maintain, repair and remove nails using UV gel, on the hands and feet. It covers consulting with the client to establish their requirements and recognising any contraindications that may affect the service. It also covers preparing and applying nail enhancements to cosmetically improve or camouflage nails using sculpting techniques, tip application and coloured UV gels. The ability to tailor the service and aftercare advice to suit individual client needs 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 UV gel nail enhancements
2. Consult, plan and prepare for the UV gel nail enhancement services
3. Sculpt and apply UV gel overlays
4. Apply tips and UV gel overlays
5. Maintain UV gel enhancements
6. Remove UV gel 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 enhancing and maintaining the appearance of the nails using UV gel
3. Your assessor will observe your performance on at least 5 separate occasions, **on at least three different clients, on a full set of nails**
 - 1 sculpting using pink and white gel
 - 1 full set of coloured UV gel enhancements
 - 1 re-balance and reposition of white product
 - 1 client to be a nail biter using tips with French opaque overlays
 - 1 removal technique
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with **at least one** of the necessary actions*
 - worked on **three of the seven** nail shapes and conditions*
 - dealt with **three of the five** problems*
 - worked with all UV gel colours
 - dealt with **all** nail maintenance
 - covered **one of the two** removal techniques
 - 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 these ranges
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 UV Gel Nail Enhancements

- a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d) ensuring all tools and equipments are cleaned using the correct methods
- e) effectively disinfecting your hands prior to nail services
- f) selecting and correctly positioning suitable equipment, materials and products for the nail services
- g) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- h) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
- i) using chemicals in a safe manner without risk of overexposure to self and clients
- j) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail service
- k) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- l) ensuring that the service is cost effective and is carried out within a commercially viable time
- m) leaving the work area and equipment in a condition suitable for further nail services
- n) 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 UV Gel Nail Enhancements

- 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 nail services
- f) accurately recording your client's responses to questioning
- g) taking the **necessary action** in response to any identified contraindications
- h) encouraging clients to ask questions to clarify any points
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) effectively disinfecting the area to be treated
- k) effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- l) accurately identifying the condition of the nails and skin
- m) accurately identifying any corrective work to suit the client's natural **nail shape and condition**
- n) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- o) recommending nail enhancements to suit the client's **nail shape and condition**
- p) agreeing the service and outcomes that are acceptable to your client and meet their needs

3. Sculpt and Apply UV Gel Overlays

- 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) effectively customising and fitting the sculpting form to ensure correct shape and product placement, if required
- e) adapting and combining **UV gel colours** and techniques to effectively cosmetically enhance **nail shapes and conditions**
- f) applying UV gel layers in the correct sequence, leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers' instructions
- g) ensuring that the timing of the UV curing meets manufacturers' instructions
- h) removing surface residue using manufacturers' recommended materials, at the correct stage in the process
- i) using buffing and filing techniques effectively to leave the nail balanced to the required shape and length
- j) ensuring the enhancement is effectively sealed following the manufacturers' instructions
- k) ensuring the finished nail enhancements are to the client's satisfaction and meet the agreed service plan

4. Apply Tip and UV Gel Overlays

- 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) 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 position of unblended tips suits the client’s natural nail shape, if required
- g) ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable, if required
- h) dehydrating the natural nail to ensure maximum adhesion of overlay
- i) applying gel layers in the correct sequence, leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers’ instructions
- j) adapting and combining **UV gel colours** and techniques to effectively cosmetically enhance **nail shapes and conditions**
- k) ensuring that timing of UV curing meets with manufacturers’ instructions
- l) removing surface residue using manufacturers’ recommended materials, at the correct stage in the process
- m) using buffing and filing techniques effectively to leave the nail balanced to the required shape and length
- n) ensuring enhancement is sealed according to manufacturers’ instructions
- o) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan

5. Maintain UV Gel Enhancements

- a) accurately identifying and resolving any **problems** with the nail enhancements
- b) removing skin debris to leave the cuticle neat and undamaged
- c) filing the free edge to achieve the required shape and length
- d) ensuring the exposed natural nail is cleaned and dehydrated prior to **nail maintenance**
- e) correctly using **nail maintenance techniques** to restore the nail enhancement to its original condition, following manufacturers’ instructions
- f) leaving the finished nails with an even and clearly defined smile line, if required
- g) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan

6. Remove UV Gel Enhancements by:

- a) using UV gel **removal** techniques safely and effectively, following manufacturers’ instructions
- b) ensuring the natural nail plate and surrounding skin is undamaged and free from product
- c) ensuring the finished result is to the client’s satisfaction and meets the agreed service plan

7. Provide Advice

- 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 include:		d) discolouration of product	<input type="text"/>
a) questioning	<input type="text"/>	e) damage of natural nails	<input type="text"/>
b) visual	<input type="text"/>		
c) manual	<input type="text"/>	5. UV Gel Colours are:	
d) reference to client records	<input type="text"/>	a) opaque	<input type="text"/>
		b) pink and white (French finish)	<input type="text"/>
2. Necessary Action includes:		c) colour	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>		
b) explaining why the treatment cannot be carried out	<input type="text"/>	6. Nail Maintenance Techniques are:	
c) modifying the treatment	<input type="text"/>	a) infill	<input type="text"/>
		b) re-balance	<input type="text"/>
3. Nail Shapes and Conditions include:		c) reposition of white tip product	<input type="text"/>
a) bitten	<input type="text"/>	d) replacement of overlay	<input type="text"/>
b) hook	<input type="text"/>	e) repair of overlay	<input type="text"/>
c) ski jump	<input type="text"/>		
d) discoloured, e.g. yellowing, stained, bruising and white spots	<input type="text"/>	7. Removal covers:	
e) fan	<input type="text"/>	a) chemical	<input type="text"/>
f) misshapen	<input type="text"/>	b) manual	<input type="text"/>
g) split	<input type="text"/>		
4. Problems With Enhancements are:		8. Advice covers:	
a) lifting of product	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
b) cracking and splitting of product	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
c) loss of artificial nail structure	<input type="text"/>	c) recommended time intervals in-between UV gel nail	<input type="text"/>
		d) enhancements	<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 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 UV gel nail enhancement services
11. your salon services times and the importance of completing nail services in a commercially viable time
12. the salon pricing structure for UV gel enhancements

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How to Work Safely and Effectively when Providing Enhancements, Maintenance and Removal of UV Gel Nail Enhancements

13. the type of personal protective equipment that should be available and used by yourself
14. why it is important to use personal protective equipment
15. what is contact dermatitis and how to avoid developing it when carrying out enhancement, maintenance and removal of UV gel
16. how to prepare, use and maintain tools, equipment and materials for the UV gel nail enhancements
17. methods of disinfecting and sterilising tools and equipment
18. the importance and reasons for using the correct UV wattage and curing times
19. the importance of and reasons for disinfecting hands and how to do this effectively
20. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
21. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
22. how to effectively and safely position tools and materials for the nail service
23. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients
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
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 contraindications to UV gel enhancements
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. how to prepare service plans
33. why it is important to encourage and allow time for clients to ask questions

Contraindications and contra-actions

34. 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 or damage, severe eczema, psoriasis and dermatitis)
35. 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)
36. the importance of questioning clients to establish any contraindications to nail services
37. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
38. 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

39. 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)
40. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
41. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
42. the different natural nail shapes you are likely to come across during UV gel services and how this can affect your service plan (e.g. hook, spoon, fan and bitten)

UV Gel Nail Service

43. the chemical composition of UV gel
44. the chemical reaction that takes place during the curing process for UV gel
45. the different types of gel products available and their uses (e.g. top coats, sealers, builders)
46. the importance of using the correct methods and techniques to avoid overexposure
47. the critical differences in application and process for gel, wraps, liquid and powder
48. the importance of knowing what type of primer or bonding agent to use and when

- 49. how to adapt UV gel application techniques to meet the nail shapes and conditions on the hands and feet in the range
- 50. the different UV gel products and techniques to cosmetically enhance nail shapes and conditions in the range
- 51. the range and use of overlay systems available (i.e. gel, wrap, powder and liquid)
- 52. the importance of natural nail preparation prior to nail enhancement services
- 53. the importance of preparation and safe use of files and buffers to prevent nail and skin damage (e.g. grit, grip and pressure)
- 54. how to select and use files and buffers for nail enhancement services
- 55. the action of nail enhancement products on nails, cuticles and skin
- 56. how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue
- 57. why it is important to leave a free margin around the cuticle and side wall area
- 58. the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping
- 59. the importance of choosing the correct size and type of tip
- 60. the advantages and disadvantages of using blended and unblended tips
- 61. the different types of sculpting forms available and how to use them
- 62. the importance of correct tip application and blending

Maintenance and Repair

- 63. the techniques for repairing natural nails including splits, cracks, flaking and breakages
- 64. the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration
- 65. the factors that influence maintenance requirements for the UV gel system
- 66. the importance of selecting and carrying out the correct removal techniques for the UV gel system

Aftercare Advice for Clients

- 67. aftercare, maintenance and removal requirements for UV gel nail enhancements
- 68. recommended intervals between UV gel nail enhancement services
- 69. the contra-actions that could occur after nail services and what advice to give to clients
- 70. suitable home care products and how to apply them
- 71. how to deal with accidental damage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Enhance and Maintain Nails Using Liquid and Powder ITEC Unit number 740 (NOS N7)

What This Unit Is About

This unit is providing services to enhance, maintain, repair and remove nails on the hands and feet, using liquid and powder. It covers consulting with the client to establish their requirements and recognising any contraindications that may affect the service. It also covers preparing and applying nail enhancements to cosmetically improve or camouflage nails using sculpting techniques, tip application and coloured powders. The ability to tailor the service and aftercare advice to suit individual client needs 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 liquid and powder nail enhancements
2. Consult, plan and prepare for the liquid and powder nail enhancement services
3. Sculpt and apply liquid and powder overlays
4. Apply tips and liquid and powder overlays
5. Maintain liquid and powder enhancements
6. Remove liquid and powder 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 enhancing the appearance of natural nails using liquid and powder
3. Your assessor will observe your performance on at least 5 separate occasions, **on at least three different clients, on a full set of nails**

1 sculpting using pink and white powder

1 full set of coloured powder enhancements

1 re-balance and reposition of white product

1 client to be a nail biter using tips with French opaque overlays

1 removal technique

4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - worked on three of the nail shapes and conditions*
 - dealt with three problems*
 - used all liquid and powder colours
 - dealt with all nail maintenance
 - covered one removal technique
 - 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 these ranges

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 Liquid and Powder Nail Enhancements

- 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) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail service
- k) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- l) ensuring that the service is cost effective and is carried out within a commercially viable time
- m) leaving the work area and equipment in a condition suitable for further nail services
- n) 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 Liquid and Powder Nail Enhancement Services

- 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 nail services
- f) accurately recording your client's responses to questioning
- g) taking the **necessary action** in response to any identified contraindications
- h) encouraging clients to ask questions to clarify any points
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) effectively disinfecting the area to be treated
- k) effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- l) accurately identifying the condition of the nails and skin
- m) identifying any corrective work to suit the client's **natural nail shape and condition**
- n) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- o) recommending nail enhancements to suit the client's **nail shape and condition**
- p) agreeing the service and outcomes that are acceptable to your client and meet their needs

3. Sculpt and Apply Liquid and Powder 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) effectively customising and fitting the sculpting form to ensure correct shape and product placement
- e) ensuring that the liquid and powder ratio is in accordance with manufacturers' instructions
- f) adapting and combining **liquid and powder colours** and techniques to effectively cosmetically enhance **nail shapes and conditions**
- g) applying the product leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers' instructions
- h) using filing techniques to leave the nail balanced to the required shape and length

MANDATORY UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN NAIL SERVICES

- i) using buffing techniques correctly to create a high shine finish
 - j) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan
- 4. Apply Tip and Liquid and Powder 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) 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 position of unblended tips suits the client’s natural nail shape, if required
 - g) ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable, if required
 - h) preparing the natural nail surface, prior to liquid and powder application
 - i) applying the product leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers’ instructions
 - j) adapting and combining **liquid and powder colours** and techniques to effectively cosmetically enhance **nail shapes and conditions**
 - k) using filing techniques to leave the nail balanced to the required shape and length
 - l) using buffing techniques correctly to create a high shine finish
 - m) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan
- 5. Maintain Liquid and Powder Enhancements by:**
- a) accurately identifying and resolving any **problems** with the nail enhancements
 - b) removing skin debris to leave the cuticle neat and undamaged
 - c) filing the free edge to achieve the required shape and length
 - d) removing surface shine and dehydrating the natural nail to ensure maximum adhesion of overlay
 - e) ensuring the exposed natural nail is cleaned and dehydrated prior to **nail maintenance**
 - f) correctly using **nail maintenance** techniques to restore the nail enhancement to its original condition, following manufacturers’ instructions
 - g) leaving the finished nails with an even and clearly defined smile line, if required
 - h) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan
- 6. Remove Liquid and Powder Enhancements by:**
- a) using liquid and powder **removal** techniques safely and effectively, following manufacturers’ instructions
 - b) ensuring the natural nail plate and surrounding skin is undamaged and free from product
 - c) ensuring the finished result is to the client’s satisfaction and meets the agreed service plan
- 7. Provide 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 include:			
a) questioning	<input type="text"/>	c) loss of artificial nail structure	<input type="text"/>
b) visual	<input type="text"/>	d) discolouration of product	<input type="text"/>
c) manual	<input type="text"/>	e) damage of natural nails	<input type="text"/>
d) reference to client records	<input type="text"/>		
2. Necessary Action includes:			
a) encouraging the client to seek medical advice	<input type="text"/>	5. Liquid and Powder Colours are:	
b) explaining why the treatment cannot be carried out	<input type="text"/>	a) opaque	<input type="text"/>
c) modifying the treatment	<input type="text"/>	b) pink and white (French finish)	<input type="text"/>
		c) colour	<input type="text"/>
3. Nail Shapes and Conditions include:			
a) bitten	<input type="text"/>	6. Nail Maintenance Techniques are:	
b) hook	<input type="text"/>	a) infill	<input type="text"/>
c) ski jump	<input type="text"/>	b) re-balance	<input type="text"/>
d) discoloured, e.g. yellowing, stained, bruising and white spots	<input type="text"/>	c) reposition of white tip product	<input type="text"/>
e) fan	<input type="text"/>	d) replacement of overlay	<input type="text"/>
f) misshapen	<input type="text"/>	e) repair of overlay	<input type="text"/>
g) split	<input type="text"/>		
4. Problems With Enhancements are:			
a) lifting of product	<input type="text"/>	7. Removal covers:	
b) cracking and splitting of product	<input type="text"/>	a) chemical	<input type="text"/>
		b) manual	<input type="text"/>
		8. Advice covers:	
		a) suitable aftercare 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 liquid and powder nail enhancements	<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 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 liquid and powder nail enhancement services
11. your salon services times and the importance of completing nail services in a commercially viable time
12. the salon pricing structures for liquid and powder enhancements

How to Work Safely and Effectively When Providing Enhancements, Maintenance and Removal of Liquid and Powder Nail Enhancements

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

Consult, Plan and Prepare for the Treatment With Clients

24. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
25. how to give effective advice and recommendations to clients
26. the questioning and listening skills you need in order to find out information
27. how to conduct a nail and skin analysis
28. the importance of questioning clients to establish any contraindications to liquid and powder enhancements
29. why it is important to record client responses to questioning
30. the legal significance of client questioning and of recording the client's responses
31. how to prepare service plans
32. encouraging clients to ask questions to clarify any points
33. ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern

Contraindications and Contra-actions

34. 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 or damage, severe eczema, psoriasis and dermatitis)
35. 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)
36. the importance of questioning clients to establish any contraindications to nail services
37. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
38. 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

39. 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)
40. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
41. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
42. the different natural nail shapes you are likely to come across during liquid and powder services and how this can affect your service plan (e.g. hook, spoon, fan and bitten)

Liquid and Powder Nail Service

43. the chemical composition of liquid and powder
44. the chemical reaction that takes place during the curing process for liquid and powder
45. the importance of using the correct methods and techniques to avoid overexposure
46. the critical differences in application and process for gel, wraps, liquid and powder

- 47. the importance of knowing what type of primer to use and when
- 48. how to adapt liquid and powder application techniques to meet the nail shapes and conditions on the hands and feet in the range
- 49. the different liquid and powder products and techniques to cosmetically enhance nail shapes and conditions in the range
- 50. the range and use of overlay systems available (i.e. gel, wrap, powder and liquid)
- 51. the importance of natural nail preparation prior to nail enhancement services
- 52. the importance of preparation and safe use of files and buffers to prevent nail and skin damage (e.g. grit, grip and pressure)
- 53. how to select and use files and buffers for nail enhancement services
- 54. the action of nail enhancement products on nails, cuticle and skin
- 55. how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue
- 56. the action of nail enhancement products on nails, cuticle and skin
- 57. the importance of selecting coloured powders that complement the client's skin tones
- 58. why it is important to leave a free margin around the cuticle and side wall area
- 59. the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping
- 60. the importance of choosing the correct size and type of tip
- 61. the advantages and disadvantages of using blended and unblended tips
- 62. the different types of sculpting forms available and how to use them
- 63. the importance of correct tip application and blending

Maintenance and repair

- 64. the techniques for repairing natural nails including splits, cracks, flaking and breakages
- 65. the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration
- 66. the factors that influence maintenance requirements for the liquid and powder system
- 67. the importance of selecting and carrying out the correct removal techniques for the liquid and powder system

Aftercare advice for clients

- 68. aftercare, maintenance and removal requirements for liquid and powder nail enhancements
- 69. recommended intervals between liquid and powder nail enhancement services
- 70. the contra-actions that could occur after nail services and what advice to give to clients
- 71. suitable home care products and how to apply them
- 72. how to deal with accidental damage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Monitor Procedures to Safely Control Work Operations ITEC Unit number 537 (NOS G22)

What this unit is about

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

This unit is about making sure that statutory and workplace instructions are being carried out. It describes the competences required to make sure that:

- healthy and safe practices are being followed within work areas
- appropriate action is undertaken to control workplace hazards

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
Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

Evidence for outcomes relating to 'other people', therefore, may be drawn from a wide base of possibilities e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health & safety procedures. (Outcome 1e)

4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.

Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of 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
5. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. *However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.*

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. Check that health and safety instructions are followed

- a) keep up-to-date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b) conduct your monitoring of workplaces at agreed intervals and in accordance with workplace instructions
- c) confirm that worker health and safety competence is up-to-date
- d) confirm that the health and safety training needs of other people have been identified and met
- e) effectively communicate workplace instructions to other people and obtain feedback from them
- f) respond promptly to any breaches of health and safety instructions in a way which meets workplace and legal requirements
- g) make recommendations for changes to workplace instructions to the responsible people
- h) maintain records relating to health and safety matters that
 - comply with legal and workplace requirements, and
 - are accessible to those who are authorised to use them

2. Make sure that risks are controlled safely and effectively

- a) keep accurate and legible records of workplace risks identified or reported to you
- b) report the existence of hazards in accordance with workplace health and safety instructions
- c) confirm that appropriate precautions to control these risks have been agreed with the people responsible for health and safety
- d) confirm that the precautions are in accordance with legal and workplace health and safety instructions
- e) check that other people are aware of the risks and know the actions to be taken to minimise them
- f) review the operational controls to make sure that workplace hazards are eliminated or controlled
- g) report promptly and accurately any conflicts which still exist between workplace and legal requirements to the people responsible for health and safety

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

No range has been defined for this unit.

What you must know

To perform this unit successfully, you must know and understand:

1. the employers' and employees' main legal responsibilities for health and safety in the workplace
2. your responsibilities for health and safety as defined by any specific legislation covering your job role
3. the scope of your job, your competency and capabilities
4. the work areas and the people for whom you have responsibility
5. the difference between a hazard and a risk
6. the particular health and safety risks which may be present in your own job role and the precautions to take
7. why you should remain alert to the presence of hazards in the workplace
8. why you should promptly deal with or report hazards and risks in the workplace
9. the specific health and safety arrangements covering your job role
10. the health and safety instructions at your workplace
11. how to keep health and safety records
12. effective communication methods
13. effective methods of monitoring other people's activities and communicating results
14. agreed intervals for monitoring health and safety compliance
15. hazard notices and alerts relevant to your work
16. reliable sources of health and safety information

Knowledge covered by:**MCQ**Date:

Assessors Signature: _____

AssignmentDate: **Oral questions**Date:

Learners Signature: _____

Develop a Range of Creative Nail Images ITEC Unit number 741 (NOS N10)

What This Unit Is About

This unit is about developing and combining your technical and creative nail skills in a way that enhances your own professional profile. The ability to research, plan and create a range of nail images in conjunction with others is required in this unit. Evaluation of the results and how your design image may be adapted for commercial use also forms an important part of this unit.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to communicate the design concepts effectively with others involved in the project.

The main outcomes of the unit are:

1. Plan and design a range of images
2. Produce a range of creative images
3. Evaluate your results against the design plan objectives

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 designing and creating images incorporating nail service techniques
3. You must produce evidence of creating **3 different nail designs**, two of which must combine nail enhancements and nail art
Your assessor must observe you on at least 1 occasion
4. From the range, you must show that you have:
 - produced images for **at least 1** of the activities*
 - considered **2 of the 3** images
 - involved **at least 3 of the 7** relevant persons*
 - used **4 of the 5** additional media listed

* NOTE: For this particular unit, knowledge evidence need not be produced for the remaining items in the range

5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of standard and qualification

What You Must Do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Plan and Design a Range of Images by:**
 - a) Agreeing contractual arrangements with the **relevant person(s)** prior to commencing the design plan
 - b) clearly identifying the intended **activity(ies)** for which the **images** are required
 - c) using suitable sources of information to research ideas on themes for design
 - d) accurately identifying sufficient suitable information to create your design plan
 - e) creating a design plan which:
 - f) meets the client's brief
 - g) is suitable for your chosen range of **images**
 - h) clearly defines the roles and responsibilities of others involved
 - i) takes account of budgetary constraints
 - j) defines all resources required
 - k) states how risks to health and safety can be reduced
 - l) takes account of foreseeable problems and ways of resolving them
 - m) lists any venue requirements, if applicable
 - n) agreeing your design plan with the **relevant person(s)**

2. Produce a Range of Creative Images by:

- a) preparing the work environment to meet legal and hygiene requirements
- b) making sure that environmental conditions are suitable for the products
- c) preparing suitable resources to meet the design plan
- d) finding a position that permits access and minimises the risk of injury to yourself and the client
- e) preparing nails in a way which is suitable for the application of the **image(s)**
- f) managing resources within the limits of your own authority
- g) accurately communicating the roles and responsibilities of **relevant person(s)** involved in the implementation of the design
- h) ensuring that the **image(s)** demonstrates the creative and innovative application of nail service techniques to meet the design plan
- i) adapting the agreed design plan to meet any changed circumstances
- j) ensuring the information given to **relevant person(s)** is accurate, clear and delivered at a pace suitable for the **activity(ies)**
- k) ensuring the use of resources conforms to the design plan
- l) using suitable **additional media** to complement the final **image(s)**
- m) ensuring the finished **image(s)** and its presentation meets the design plan

3. Evaluate Your Results Against the Design Plan Objectives by:

- a) actively seeking feedback from the **relevant person(s)** on the impact of your **image(s)** and its effectiveness in meeting your design plan
- b) evaluating your own performance against your objectives to identify how and where it could be improved
- c) evaluating how the design **image(s)** may be adapted for commercial use

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. Activities are:		c) Colleagues	<input type="text"/>
a) photo shoot	<input type="text"/>	d) Competition Judges	<input type="text"/>
b) catwalk shows	<input type="text"/>	e) Hairstylist	<input type="text"/>
c) competition	<input type="text"/>	f) Client	<input type="text"/>
d) client specifications	<input type="text"/>	g) Stylist	<input type="text"/>
2. Images are:		4. Additional Media are:	
a) based on a theme	<input type="text"/>	a) accessories	<input type="text"/>
b) avant-garde	<input type="text"/>	b) clothes	<input type="text"/>
c) commercial	<input type="text"/>	c) make-up	<input type="text"/>
3. Relevant Person(s) are:		d) props	<input type="text"/>
a) Photographer	<input type="text"/>	e) hair	<input type="text"/>
b) Make-Up Artists	<input type="text"/>	f) body art	<input type="text"/>

What You Must Know

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

Communication

1. the importance of effective communication
2. the importance of confidentiality and what might happen if this is not maintained
3. how to adapt your contributions to suit different situations (e.g. the amount you say, your manner and tone of voice)
4. how and when to participate in discussions and move them forward
5. how to make openings in conversations to encourage people to speak
6. the importance of confirming your understanding of what has been said to you

Design Principles and Presentation

7. basic principles of design, scale and proportion when creating an image
8. how to identify and develop a theme as a basis for a nail design image
9. ways of visually presenting your design image effectively to others
10. ways in which additional media can be used to complement the overall design image
11. the importance of presenting your final results in a professional way
12. how accessories can be used to enhance and support a design image
13. the types of non-conventional items that may be used as part of a design
14. ways of adapting the design and application techniques to suit changing circumstances

Health and Safety

15. the potential hazards you must consider when working at any venue
16. the steps that should be taken to minimise risks when working at any venue
17. how and if local bye-laws and legislation may limit your use of tools and equipment
18. health and safety procedures applicable to any venue you use
19. the potential hazards that may be present as a result of using additional media in your design image and the precautions you should take to reduce risks to health and safety

Planning

20. the steps that should be taken to ensure you are adequately insured
21. the importance of agreeing contractual matters prior to commencing any work
22. the importance of detailed and accurate planning

- 23. the importance of communicating and agreeing design plans
- 24. the importance of setting and working to a budget
- 25. suitable sources of information and design ideas and how to access them (e.g. historical, cultural)
- 26. ways of presenting design plans and images
- 27. the range and availability of resources
- 28. where to obtain resources
- 29. any venue requirements likely to affect your plans

Problem Solving

- 30. the common problems associated with photographic shoots, fashion shows and competitions (e.g. staffing, tools and equipment breakdowns and time over-runs etc.) and how to resolve them

Evaluation

- 31. the purpose of evaluation activities
- 32. the areas on which you should collect feedback
- 33. methods of gaining feedback from others
- 34. the potential commercial benefits that can arise from nail design work

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Plan and Create Nail Art Designs ITEC Unit number 742 (NOS N9)

What This Unit Is About

This unit is about planning and creating individual nail art designs to suit the client and occasion. It covers consulting with the client, recognising any contraindications, preparing for the service and creating a nail art design using a range of nail art products. The nail art designs and techniques covered by this unit include 3D, embedding, colour blending, marbling, painting and alternative tip shapes.

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 designs
2. Consult, plan and prepare for the nail art design
3. Apply nail art design
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 planning, creating and providing nail art services to clients
3. Your assessor will observe your performance **on at least 3 occasions, one of which must use liquid and coloured powders or coloured UV gel, using a minimum of 3 colours**
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with **at least one** of the necessary actions*
 - used **all** nail art designs
 - used **all** nail art techniques
 - used **five of the eight** nail art products*
 - given 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 these ranges

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 Designs 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) selecting and correctly positioning suitable equipment, materials and products for the nail art 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) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail art service
- k) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- l) ensuring that the nail art service is cost effective and is carried out within a commercially viable time
- m) leaving the work area and equipment in a condition suitable for further nail services
- n) 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 Design 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 contraindications to nail services
- f) taking the **necessary action** in response to any identified contraindications
- g) accurately recording your client's responses to questioning
- h) encouraging clients to ask questions to clarify any points
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) effectively disinfecting the area to be treated
- k) effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- l) accurately identifying the condition of the nails and skin
- m) identifying any corrective work to suit the client's natural nail shape and condition
- n) explaining your assessment of the client's nail and skin condition and any limitations to the nail art design
- o) recommending **nail art designs and techniques** to suit the client's nail shape and condition
- p) agreeing the service and outcomes that are acceptable to your client and meet their needs

3. Provide Nail Art Services by:

- a) ensuring the nail is left clean, free of debris and the cuticle is left neat and undamaged prior to starting nail art work
- b) using **nail art products** according to manufacturers' instructions
- c) using suitable tools for the agreed **nail art designs and techniques**
- d) applying the required nail art base relevant to the client's needs
- e) applying **nail art techniques** and **products** accurately and in the correct sequence to achieve the required design
- f) effectively sealing the nail art design, leaving the cuticle and side walls free from any product
- g) ensuring the finished nail art design is to the client's satisfaction and meets the agreed design plan

4. Provide Aftercare Advice

- 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		4. Nail Art Techniques are:	
1. Consultation Techniques are:		a) colour blending	<input type="text"/>
a) questioning	<input type="text"/>	b) marbelling	<input type="text"/>
b) visual	<input type="text"/>	c) painting	<input type="text"/>
c) manual	<input type="text"/>	5. Nail Art Products are:	
d) reference to client records	<input type="text"/>	a) shells	<input type="text"/>
2. Necessary Action should be:		b) lace	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	c) flowers	<input type="text"/>
b) explaining why the service cannot be carried out	<input type="text"/>	d) glitters	<input type="text"/>
c) modifying the service	<input type="text"/>	e) jewels	<input type="text"/>
3. Nail Art Designs are:		f) decals	<input type="text"/>
a) 3D	<input type="text"/>	g) liquid and coloured powders	<input type="text"/>
b) embedding	<input type="text"/>	h) coloured UV gels	<input type="text"/>
c) alternative tip shapes	<input type="text"/>	6. Advice covers:	
		a) suitable aftercare 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 treatment
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. 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 nail art services
11. your salon services times and the importance of completing nail art services in a commercially viable time
12. the salon pricing structure for nail art services

How to Work Safely and Effectively When Providing Nail Art Services

13. the type of personal protective equipment that should be available and used by yourself
14. why it is important to use personal protective equipment
15. what is contact dermatitis and how to avoid developing it when carrying out nail art design, maintenance and removal
16. how to prepare, use and maintain tools, equipment and materials for the nail art service
17. methods of disinfecting and sterilising tools and equipment
18. the importance of and reasons for disinfecting hands and how to do this effectively
19. the necessary environmental conditions for nail art services (including lighting, heating, ventilation and general comfort) and why these are important
20. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection

21. how to effectively and safely position tools and materials for nail art designs
22. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients
23. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for the Nail Art Service With Clients

24. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
25. how to give effective advice and recommendations to clients
26. the questioning and listening skills you need in order to find out information
27. how to conduct a nail and skin analysis
28. the importance of explaining the limitations of nail art designs due to the shape and condition of clients' nails
29. why it is important to record client responses to questioning
30. why it is important to encourage and allow time for clients to ask questions
31. how to prepare nail art design plans

Contraindications and Contra-actions

32. 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, severely damaged nails, severe eczema, psoriasis and dermatitis)
33. the types of conditions and disorders that may restrict the service and why (e.g. minor eczema, psoriasis and dermatitis, severely bitten or damaged nails, unknown swelling and redness)
34. the importance of questioning clients to establish any contraindications to nail art service
35. the importance of and reasons for not naming specific contraindications when encouraging the client to seek medical advice
36. the contra-actions which may occur during and after nail art services and how to deal with them (allergic reactions, premature loss of nail art design, damage to the nail art design)

Nail Art Services

37. the importance of understanding colour theory
38. the different types of techniques used within nail art services and how to carry them out
39. the different types of designs available to clients
40. how to select, blend and mix products and colours
41. how current fashion trends can impact on nail art designs
42. how to select, adapt and create nail art designs to suit different occasions
43. how to adapt nail art designs and techniques to make them commercial
44. the different types of nail art products and tools and how to use them
45. the importance of creating a design portfolio to promote nail art designs

Aftercare Advice for Clients

46. aftercare, maintenance and removal requirements for specific nail art designs and why these are important
47. recommended intervals between nail art services
48. the contra-actions that could occur after nail services and what advice to give to clients
49. suitable home care products and how to apply them
50. how to deal with accidental damage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Plan and Provide Airbrush Design for Nails ITEC Unit number 743 (NOS N11)

What This Unit Is About

This unit is about planning, designing and creating individual nail art designs using airbrushing techniques to suit the client and occasion. It covers consulting with the client, recognising any contraindications, preparing for the service and creating the airbrush designs on the hands and feet. It also covers preparing the nails and finishing techniques for airbrushing.

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 airbrushing services
2. Consult, plan and prepare for the airbrushing service
3. Apply airbrushing techniques and designs
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 planning, designing and providing airbrushing designs on the hands and feet
3. Your assessor will observe your performance **on at least 4 occasions, one of which must include a complex linear design.** (Note: this is a combination of horizontal, vertical and diagonal lines)
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - used at least four airbrushing designs*
 - used all airbrushing techniques
 - given 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 these ranges

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 Airbrush Designs 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 services
 - 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) using chemicals in a safe manner without risk of overexposure to self and clients
 - k) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail art service

- l) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- m) ensuring that the nail art service is cost effective and is carried out within a commercially viable time
- n) leaving the work area and equipment in a condition suitable for further nail services
- o) 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 Design 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 contraindications to airbrush services
- f) accurately recording your client's responses to questioning
- g) taking the necessary action in response to any identified contraindications
- h) encouraging clients to ask questions to clarify any points
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) effectively disinfecting the area to be treated
- k) effectively removing any existing nail polish or designs, if required
- l) accurately identifying the condition of the nails and skin
- m) explaining your assessment of the client's nail and skin condition and any limitations to the airbrush design
- n) recommending **airbrush designs and techniques** to suit the client's nail shape and condition
- o) agreeing the service and outcomes that are acceptable to your client and meet their needs

3. Apply Airbrushing Techniques and Designs by:

- a) ensuring the nail is left clean and free of debris and the cuticle is left neat and undamaged
- b) correctly testing the pressure and operation of the spray gun prior to use
- c) using **airbrush products** and equipment according to manufacturers' instructions
- d) using suitable tools for the agreed **airbrush designs and techniques**
- e) applying the required base relevant to the airbrush product
- f) using **airbrushing techniques** in a controlled way, in the correct sequence and at the correct distance from the nail to achieve the desired effect(s)
- g) sealing the airbrush design, leaving the cuticle and side walls free from any product
- h) applying a top coat to protect the airbrush design
- i) ensuring the finished **airbrush design** 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)

Your performance must cover	Page ref.		Page ref.
1. Consultation Techniques are:		h) seasonal	<input type="text"/>
a) questioning	<input type="text"/>	i) complex linear designs (Note: this is a combination of horizontal, vertical and diagonal lines)	<input type="text"/>
b) visual	<input type="text"/>		
c) manual	<input type="text"/>	4. Airbrushing Techniques are:	
d) reference to client records	<input type="text"/>	a) contouring	<input type="text"/>
2. Necessary Action should be:		b) stencilling	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	c) masking	<input type="text"/>
b) explaining why the service cannot be carried out	<input type="text"/>	d) colour fading	<input type="text"/>
c) modifying the service	<input type="text"/>	e) blending	<input type="text"/>
3. Airbrushing Designs are:		f) free hand	<input type="text"/>
a) soft French	<input type="text"/>	5. Advice covers:	
b) chevron French	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
c) fancy French	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
d) animal print	<input type="text"/>	c) recommended time intervals in-between airbrush services	<input type="text"/>
e) flowers	<input type="text"/>		
f) flames	<input type="text"/>		
g) tropical	<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 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. your salon services times and the importance of completing nail art services in a commercially viable time
9. the salon pricing structure for nail art airbrushing services

How to Work Safely and Effectively When Providing Airbrush Services

10. the type of personal protective equipment that should be available and used by yourself (e.g. powder free nitrile or powder free vinyl gloves)
11. why it is important to use personal protective equipment
12. what is contact dermatitis and how to avoid developing it when carrying out nail art designs, maintenance and removal
13. how to prepare, use and maintain tools, equipment and materials for the nail art airbrushing services
14. methods of disinfecting and sterilising airbrushing tools and equipment
15. the importance of and reasons for disinfecting hands and how to do this effectively
16. the necessary environmental conditions for nail art airbrushing services (including lighting, heating, ventilation and general comfort) and why these are important
17. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection.

18. the possible risks to yourself of ineffective positioning of clients and how to avoid potential discomfort and injury to yourself
19. how to minimise and dispose of waste from nail art services
20. how to effectively and safely position airbrushing equipment
21. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for the Airbrushing Service

22. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
23. how to give effective advice and recommendations to clients
24. the questioning and listening skills you need in order to find out information
25. how to conduct a nail and skin analysis
26. the importance of explaining the limitations of nail art designs due to the shape and condition of clients' nails
27. the importance of questioning clients to establish any contraindications to nail art service
28. why it is important to record client responses to questioning
29. the legal significance of client questioning and of recording the client's responses
30. why it is important to encourage and allow time for clients to ask questions
31. how to prepare nail art airbrushing design plans

Contraindications and Contra-actions

32. 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, severely damaged nails, severe eczema, psoriasis and dermatitis)
33. the types of conditions and disorders that may restrict the service and why (e.g. minor eczema, psoriasis and dermatitis, severely bitten or damaged nails, unknown swelling and redness)
34. the importance of questioning clients to establish any contraindications to nail art service
35. the importance of and reasons for not naming specific contraindications when encouraging the client to seek medical advice
36. the contra-actions which may occur during and after nail art services and how to deal with them (allergic reactions, premature loss of nail art design, damage to the nail art design)

Airbrushing Equipment and Products

37. how to dismantle, clean, maintain and reassemble airbrush equipment and associated accessories
38. the types of problems that can occur with airbrush equipment and how to correct them
39. the meaning of psi and the potential risks associated with the use of pressurised airbrush equipment
40. the importance of using equipment with a pressure gauge
41. the types of products available for airbrushing and their features and how and when to use them
42. the types of equipment available for airbrushing and how and when to use them
43. the differences between cup feed and gravity feed airbrushes and when to use them
44. the advantages and disadvantages of differing airbrush products
45. the types of resources available for airbrushing and how and when to use them
46. the different types of needle sizes available for airbrushing nails, skin and hair
47. the different types of airbrush paints and their features (e.g. acrylic, water based, metallic)
48. the different types of stencilling materials available and their effects (e.g. lace, mesh, frisket)

Airbrushing Services

49. the importance of understanding colour theory
50. how to carry out the airbrushing techniques in the range, when to use them and the effects that can be created
51. the different types of designs available to clients
52. how to select, blend and combine colours and materials
53. how current fashion trends can impact on airbrush designs
54. how to select, adapt and create airbrush designs to suit different occasions
55. how to adapt nail art designs and techniques to make them commercial
56. the importance of creating a design portfolio to promote airbrush designs

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN NAIL SERVICES

Aftercare Advice for Clients

- 57. aftercare, maintenance and removal requirements for specific airbrush designs and why these are important
- 58. recommended intervals between airbrushing services
- 59. how to deal with accidental damage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Prepare and Finish Nail Overlays Using Electric Files ITEC Unit number 744 (NOS N12)

What This Unit is About

This unit is about the safe and appropriate use of electric files during the processes of preparing and finishing overlay materials. This unit also covers the safe and professional preparation and maintenance of the electric file hand piece and attachments.

The main outcomes of this unit are:

1. Maintain safe and effective methods of working when preparing and finishing nail overlays using electric files
2. Consult, plan and prepare for the use of electric files
3. Prepare and finish nail overlays using electric files

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 preparing and finishing nail overlays using electric files
3. Your assessor will observe your performance **on at least 2 separate occasions, each on different clients**
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with at least one of the necessary actions*
 - carried out all the filing techniques

* 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 Preparing and Finishing Nail Overlays Using Electric Files:**
 - 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 electric filing service
 - g) positioning the electric file and file attachments for ease and safety of use
 - h) correctly removing and storing the file attachments and leaving the electric file hand-piece safe and secure
 - i) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
 - j) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
 - k) positioning yourself square to the client to maintain three points of contact, to keep the client's finger stable
 - l) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
 - m) ensuring that the electric filing service is cost effective and is carried out within a commercially viable time
 - n) leaving the work area and equipment in a condition suitable for further nail services
 - o) 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 Use of Electric Files:

- 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) gaining the client’s approval to use electric files prior to commencing any work
- f) asking your client appropriate questions to identify if they have any contraindications to electric filing service
- g) accurately recording your client’s responses to questioning
- h) taking the **necessary action** in response to any identified contraindications
- i) effectively disinfecting the area to be treated
- j) effectively removing any existing nail polish, if required
- k) accurately identifying the condition of the nails and skin
- l) agreeing the service and outcomes that are acceptable to your client and meet their needs.

3. Prepare and Finish Nail Overlays Using Electric Files:

- a) using the most suitable file attachment for the **filing techniques** required
- b) using the correct **filing techniques** to prepare the overlay
- c) operating the electric file at a speed suitable for the **filing techniques** and in a way that meets manufacturers’ instructions
- d) moving the electric file in one direction across the nail when working
- e) ensuring the file attachment is revolving in the opposite direction to which you are working
- f) ensuring continuous movement of the file to avoid a heat sensation on the nail plate
- g) ensuring that you work on the overlay and not the natural nail plate or surrounding skin
- h) moving and positioning your client’s finger so the rotating attachment is kept flat against the nail
- i) using suitable **filing techniques** to restore and finish the overlay
- j) ensuring the electric filing leaves the free edges tapered, thin and with a clean edge
- k) ensuring buffing achieves an even, high shine finish
- l) taking appropriate and prompt remedial action where contra-actions occur during the course of the service
- m) ensuring the completed service is to the client’s satisfaction

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 include:		filing service cannot be carried out	
a) questioning	<input type="text"/>	c) modifying the service	<input type="text"/>
b) visual	<input type="text"/>		
c) physical examination	<input type="text"/>	3. Filing Techniques are:	
d) reference to client records	<input type="text"/>	a) reducing length	<input type="text"/>
		b) refining surfaces	<input type="text"/>
2. Necessary Action includes:		c) thinning out the free edge of the overlay	<input type="text"/>
a) encouraging your client to seek medical advice	<input type="text"/>	d) buffing	<input type="text"/>
b) explaining why an electric	<input type="text"/>	e) reducing overlay bulk	<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 services
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. the health and safety issues specific to the use of electric files
9. your salon services times and the importance of completing electric filing services in a commercially viable time

How to Work Safely and Effectively when Preparing and Finishing Overlays Using Electric Files

10. the type of personal protective equipment that should be available and used by yourself
11. why it is important to use personal protective equipment
12. how to prepare, use and maintain tools, equipment when using electric files
13. methods of disinfecting and sterilising electric file attachments
14. the importance of and reasons for disinfecting hands and how to do this effectively
15. the necessary environmental conditions for electric filing services (including lighting, heating, ventilation and general comfort) and why these are important
16. the type of dust extraction equipment available for use with electric files and why they are important
17. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
18. how to effectively and safely position electric filing equipment
19. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients
20. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for the Treatment With Clients

21. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
22. how to give effective advice and recommendations to clients
23. the questioning and listening skills you need in order to find out information
24. how to conduct a nail and skin analysis
25. the importance of questioning clients to establish any contraindications to electric filing services
26. why it is important to record client responses to questioning
27. the legal significance of client questioning and of recording the client's responses

- 28. why it is important to encourage and allow time for clients to ask questions
- 29. how to prepare service plans

Contraindications and Contra-actions

- 30. the types of disorders that may contraindicate the service and why (e.g. thin and/or damaged nail plate, cuts and abrasions to surrounding skin, nail separation)
- 31. the importance of questioning clients to establish any contraindications to nail art service
- 32. the importance of and reasons for not naming specific contraindications when encouraging the client to seek medical advice
- 33. the types of contra-actions that can occur when using electric files and how to deal with them (e.g. blistering, heat friction, thinning of the nail plate, cuts and abrasions)

Equipment

- 34. types of electric filing equipment, how and when to use them, including adaptation for left and right handed use
- 35. types of electric file attachments, when and how to use them
- 36. the manufacturers’ instructions for the care and maintenance of the electric file(s) you use in your workplace and the importance of following them

Electric Filing Service

- 37. electric filing techniques, including thinning out overlays, buffing and use of differing speeds of rotation
- 38. why it is important to maintain three points of contact when working with a client
- 39. how to position and support your client’s hand and finger whilst working with an electric file
- 40. how the inappropriate use of electric files can damage the natural nail and surrounding skin
- 41. how to identify types of nail damage caused by the misuse of electric files
- 42. why it is important to work in one direction across the overlay
- 43. how to avoid excessive accumulation of heat when using an electric file
- 44. why the spin of the electric file needs to be in the opposite direction of working
- 45. why the natural nail should always be hand filed prior to the application of the overlay
- 46. when to use a hand file and when to use an electric file and the limitations of the use of electric files
- 47. why electric files should never be used for tip blending
- 48. the importance of maintaining balance, shape and position of apex when electric filing
- 49. the difference between dust created by hand filing and electric filing and the health and safety implications

Knowledge covered by:

MCQ

Date:

Assessor’s Signature: _____

Assignment

Date:

Oral questions

Date:

Learner’s Signature: _____

Enhance and Maintain Nails Using Wraps ITEC Unit number 745 (NOS N8)

What This Unit Is About

This unit is providing services to enhance, maintain, repair and remove nails on the hands and feet, using wraps. It covers consulting with the client to establish their requirements and recognising any contraindications that may affect the service. It also covers preparing and applying wrap overlays to the natural nail and tips to extend and cosmetically improve the nail. The ability to tailor the service and aftercare advice to suit individual client needs, 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 wrap nail enhancements
2. Consult, plan and prepare for the wrap nail enhancement services
3. Apply wrap overlays to natural nails
4. Apply tip and wrap overlays
5. Maintain wrap enhancements
6. Remove wrap 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 enhancing the appearance of the nails using wraps
3. Your assessor will observe your performance **on at least 3 separate occasions, on at least three different clients, on a full set of nails**
 - 1 tip and fibreglass overlay**
 - 1 re-balance with fabric**
 - 1 removal technique**
4. From the range, you must practically demonstrate that you have:
 - used all the consultation techniques
 - dealt with **at least one** of the necessary actions*
 - worked on **three of the five** nail shapes and conditions*
 - dealt with **three of the five** problems*
 - used **two of the three** wrap fabrics
 - dealt with **all** nail maintenance*
 - covered **one of the two** removal techniques
 - 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 these ranges

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 Wrap Nail Enhancements by:

- a) preparing the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b) ensuring your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c) wearing suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d) ensuring all tools and equipments are cleaned using the correct methods
- e) effectively disinfecting your hands prior to nail services
- f) selecting and correctly positioning suitable equipment, materials and products for the nail services
- g) ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- h) ensuring the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client
- i) using chemicals in a safe manner without risk of overexposure to self and clients
- j) taking appropriate and prompt remedial action where contra-actions occur during the course of the nail service
- k) disposing of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- l) ensuring that the service is cost effective and is carried out within a commercially viable time
- m) leaving the work area and equipment in a condition suitable for further nail services
- n) 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 Wrap Nail Enhancement Services

- 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 nail services
- f) accurately recording your client's responses to questioning
- g) taking the **necessary action** in response to any identified contraindications
- h) encouraging clients to ask questions to clarify any points
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) effectively disinfecting the area to be treated
- k) effectively removing any existing nail polish or nail enhancements to restore the nails to a natural condition, if required
- l) accurately identifying the condition of the nails and skin
- m) identifying any corrective work to suit the client's natural **nail shape and condition**
- n) explaining your assessment of the client's nail and skin condition in a clear way to help their understanding
- o) recommending nail enhancements to suit the client's **nail shape and condition**
- p) agreeing the service and outcomes that are acceptable to your client and meet their needs

3. Apply Wrap Overlays to Natural Nails 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) adapting **wrap fabrics** and techniques to effectively cosmetically enhance **nail shapes and conditions**
- e) applying the product leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers' instructions
- f) using filing techniques to leave the nail balanced to the required shape and length
- g) using buffing techniques effectively to create a high shine finish
- h) ensuring the finished nail enhancements are to the client's satisfaction and meet the agreed service plan

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN NAIL SERVICES

4. Apply Tip and Wrap 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) 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 position of unblended tips suits the client’s natural nail shape, if required
- g) ensuring the cutting, shaping and blending of tips causes no damage to the natural nail and is undetectable, if required
- h) preparing the natural nail surface, prior to wrap application
- i) applying the product leaving a free margin around the cuticle and side wall area of the nail in accordance with manufacturers’ instructions
- j) adapting **wrap fabrics** and techniques to effectively cosmetically enhance **nail shapes and conditions**
- k) using filing techniques to leave the nail balanced to the required shape and length
- l) using buffing techniques effectively to create a high shine finish
- m) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan

5. Maintain Wrap Enhancements by:

- a) accurately identifying and resolving any **problems** with the nail enhancements
- b) removing skin debris to leave the cuticle neat and undamaged
- c) filing the free edge to achieve the required shape and length
- d) ensuring the exposed natural nail is cleaned and dehydrated prior to **nail maintenance**
- e) correctly using **nail maintenance** techniques to restore the nail enhancement to its original condition, following manufacturers’ instructions
- f) ensuring the finished nail enhancements are to the client’s satisfaction and meet the agreed service plan

6. Remove Wrap Enhancements by:

- a) using wrap **removal** techniques safely and effectively, following manufacturers’ instructions
- a) ensuring the natural nail plate and surrounding skin is undamaged and free from product
- c) ensuring the finished result is to the client’s satisfaction and meets the agreed service plan

7. 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 include:		d) discolouration of product	<input type="text"/>
a) questioning	<input type="text"/>	e) damage of natural nails	<input type="text"/>
b) visual	<input type="text"/>	5. Wrap Fabrics are:	
c) manual	<input type="text"/>	a) silk	<input type="text"/>
d) reference to client records	<input type="text"/>	b) fibre glass	<input type="text"/>
2. Necessary Action includes:		c) other	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	6. Nail Maintenance Techniques are:	
b) explaining why the treatment cannot be carried out	<input type="text"/>	a) infill	<input type="text"/>
c) modifying the treatment	<input type="text"/>	b) re-balance with fabric	<input type="text"/>
3. Nail Shapes and Conditions include:		c) replacement of overlay	<input type="text"/>
a) bitten	<input type="text"/>	d) repair of overlay	<input type="text"/>
b) ski jump	<input type="text"/>	7. Removal Techniques are:	
c) fan	<input type="text"/>	a) chemical	<input type="text"/>
d) misshapen	<input type="text"/>	b) manual.	<input type="text"/>
e) split	<input type="text"/>	8. Advice covers:	
4. Problems With Enhancements are:		a) suitable aftercare products and their use	<input type="text"/>
a) lifting of product	<input type="text"/>	b) avoidance of activities which may cause contra-actions	<input type="text"/>
b) cracking and splitting of product	<input type="text"/>	c) recommended time intervals in-between wrap nail enhancement	<input type="text"/>
c) loss of artificial nail structure	<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 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 wrap nail enhancement service
11. your salon services times and the importance of completing nail services in a commercially viable time
12. the salon pricing structures for wrap enhancements

How to Work Safely and Effectively When Providing Wrap Enhancements, Maintenance and Removal

13. the type of personal protective equipment that should be available and used by yourself
14. why it is important to use personal protective equipment
15. what is contact dermatitis and how to avoid developing it when carrying out wrap enhancement, maintenance and removal

OPTIONAL UNIT | ITEC LEVEL 3 NVQ DIPLOMA IN NAIL SERVICES

16. how to prepare, use and maintain tools, equipment and materials for the wrap nail enhancements
17. methods of disinfecting and sterilising tools and equipment
18. the importance of and reasons for disinfecting hands and how to do this effectively
19. the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
20. why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
21. how to effectively and safely position tools and materials for wrap enhancements
22. how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients
23. the condition in which the work area should be left and why this is important

Consult, Plan and Prepare for the Treatment With Clients

24. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
25. how to give effective advice and recommendations to clients
26. the questioning and listening skills you need in order to find out information
27. how to conduct a nail and skin analysis
28. the importance of questioning clients to establish any contraindications to wrap enhancements
29. why it is important to record client responses to questioning
30. the legal significance of client questioning and of recording the client's responses
31. how to prepare service plans
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 contraindications when encouraging clients to seek medical advice

Contraindications and Contra-actions

34. 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 or damage, severe eczema, psoriasis and dermatitis)
35. 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)
36. the importance of questioning clients to establish any contraindications to nail services
37. the importance of and reasons for not naming specific contraindications when referring clients to a general practitioner
38. 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

39. 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)
40. the process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)
41. the structure and function of the skin (i.e. dermis, epidermis, subcutaneous layer, appendages)
42. the different natural nail shapes you are likely to come across during wrap services and how this can affect your service plan (e.g. hook, spoon, fan and bitten)

Wrap Nail Service

43. the chemical composition of wraps
44. the chemical reaction that takes place during the curing process
45. the importance of using the correct methods and techniques to avoid overexposure
46. the key differences in application and process for gel, wraps, liquid and powder
47. how to adapt application techniques to meet the nail shapes and conditions on the hands and feet in the range
48. the different products and techniques to cosmetically enhance nail shapes and conditions in the range
49. the importance of natural nail preparation prior to nail enhancement services
50. the importance of preparation and safe use of files and buffers to prevent nail and skin damage (e.g. grit, grip and pressure)
51. how to select and use various types of files and buffers for nail enhancement services
52. the features and benefits of wrap fabrics

- 53. the action of nail enhancement products on nails, cuticle and skin
- 54. how the incorrect application of nail enhancements can damage the natural nails and surrounding soft tissue
- 55. the action of nail enhancement products on nails, cuticle and skin
- 56. why it is important to leave a free margin around the cuticle and side wall area
- 57. the importance of achieving maximum strength, appearance and longevity by use of correct nail balance and shaping
- 58. the importance of choosing the correct size and type of tip
- 59. the advantages and disadvantages of using blended and unblended tips
- 60. the importance of correct tip application and blending

Maintenance and Repair

- 61. the techniques for repairing natural nails including splits, cracks, flaking and breakages
- 62. the techniques for repairing nail enhancements including lifting, cracking, premature loss and discolouration
- 63. the factors that influence maintenance requirements for the wrap system
- 64. the importance of selecting and carrying out the correct removal techniques for the wrap system

Aftercare Advice for Clients

- 65. aftercare, maintenance and removal requirements for wrap nail enhancements
- 66. recommended intervals between wrap nail enhancement services
- 67. the contra-actions that could occur after nail services and what advice to give to clients
- 68. suitable home care products and how to apply them
- 69. how to deal with accidental damage

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Contribute to the planning and implementation of promotional activities – ITEC Unit number 549 (NOS H32)

What this unit is about

This unit is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit.

The main outcomes of this unit are:

1. Contribute to the planning and preparation of promotional activities
2. Implement promotional activities
3. Participate in the evaluation of promotional activities

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 contributing to the planning and implementation of promotional activities.**
3. Your Assessor will make **1 observation** of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
 - developed both types of objectives
 - undertaken all the types of promotional activities listed
5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standard and qualification.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the planning and preparation of promotional activities by**
 - a) making recommendations to the relevant person for suitable **promotional activities** and identifying the potential benefits for the business
 - b) identifying and agreeing specific, measurable, achievable, realistic and time bound **objectives** and target groups for the activity with the relevant person(s)
 - c) agreeing requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
 - d) producing an agreed plan showing the
 - type of promotional activity
 - **objectives** of the activity
 - roles and responsibilities of others involved
 - resource requirements
 - preparation and implementation activities
 - timescales
 - the budget
 - methods of evaluation
 - e) agreeing a plan that takes into account any legal requirements, when necessary
 - f) ensuring resources are available to meet the planned timescale.
2. **Implement promotional activities by**
 - a) implementing **promotional activities** to meet the agreed plan
 - b) effectively adapting **promotional activities**, when necessary, in response to changed circumstances and/or problems
 - c) using resources effectively throughout the **promotional activities**
 - d) clearly and accurately communicating the essential features and benefits of products and services to the target group

- e) using methods of communication that are suitable for the type of promotional activity being undertaken
 - f) presenting information in logical steps
 - g) encouraging the target group to ask questions about the services and products being promoted
 - h) responding to questions and queries in a way which promotes goodwill and enhances the salon image
 - i) actively encouraging the target group to take advantage of the services and products being promoted
 - j) clearing away products and equipment at the end of the **promotional activity**, when necessary, to meet the requirements of the venue.
- 3. Participate in the evaluation of promotional activities by**
- a) using the methods agreed in your promotional activity plan to gain feedback from the relevant sources
 - b) collating and recording the information gained from the feedback using a clear and concise format and method of presentation
 - c) drawing accurate and clear conclusions on the effectiveness of the promotional activity in meeting the agreed **objectives**
 - d) participating in discussions giving a clear and well structured summary of the results of the evaluation
 - e) making recommendations for improvements to any future **promotional activities** based upon the outcomes of your evaluation.

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
1. Promotional activities are		2. Objectives are	
a) demonstrations	<input type="text"/>	a) to enhance salon image	<input type="text"/>
b) displays	<input type="text"/>	b) to increase salon business.	<input type="text"/>
c) advertising campaigns.	<input type="text"/>		

What you must know

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

Venue and legal requirements

1. the practical requirements and restrictions of any venue
2. the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
3. the importance of considering health and safety and other legal requirements
4. the health and safety procedures applicable to any venue you use
5. the potential hazards you must consider when working at any venue
6. the steps that should be taken to minimise risks when working at an external venue

Promotional event planning and preparation

7. the purpose and value of detailed and accurate planning
8. the type of resourcing requirements necessary for promotional activities (eg individuals, tools and equipment, materials, time, venue)
9. how the nature of the target group can influence the choice of promotional activity
10. how to match types of promotional activities to objectives
11. how to present a plan for promotional activities
12. why it is important to consider methods of evaluation at the planning stage
13. how to write objectives that are Specific, Measurable, Achievable, Realistic and Time Bound (ie, SMART objectives)
14. the importance of working to a budget
15. where and how to obtain resources
16. the importance of clearly defining the roles and responsibilities of those involved in promotional activities
17. the importance of allocating roles and responsibilities to match an individual's competence levels
18. the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
19. the types of foreseeable problems that occur and ways of resolving them

Services and products

20. the features and benefits of the products and/or services being promoted

Selling Skills

21. how to recognise buying signals and to close sales
22. the difference between the features of a product or service and the benefits of a product or service
23. how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests

Communication techniques

24. how and when to participate in discussions
25. how to give a short presentation (eg timing, pace, use of voice, use of graphics, etc.)
26. methods of presenting information (eg pictorially, graphically, verbally)
27. methods of creating a visual impact
28. how and when to make openings to encourage others to ask questions
29. how to answer questions and manage queries in a way likely to maintain goodwill

Evaluation techniques

30. the purpose of evaluation activities
31. the areas of the promotional activity which should be evaluated
32. the most suitable methods of gaining feedback for the promotional activities in the range
33. how to collate, analyse and summarise evaluation feedback in a clear and concise way
34. suitable ways of formatting and producing an evaluation report.

Contribute to the financial effectiveness of the business – ITEC Unit number 547 (NOS G11)

What this unit is about

This unit is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

The main outcomes of this unit are:

1. Contribute to the effective use and monitoring of resources
2. Meet productivity and development targets

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 contributing to the financial effectiveness of the business.
3. Your Assessor will make **1 observation** of your contribution to the monitoring and effective use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
 - monitored and effectively used all the resources listed
 - set and achieved your productivity targets for technical services and retail sales
5. For this particular unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the effective use and monitoring of resources by**
 - a) correctly following your salon procedures for monitoring the use of **resources**
 - b) ensuring information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
 - c) using **resources** in a way which complies with legal and salon requirements
 - d) checking all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages
 - e) identifying and resolving any problems with **resources** within the limits of your authority
 - f) promptly reporting any **resource** problems you cannot resolve to the relevant person
 - g) making constructive recommendations to improve the use of **resources** to the relevant person
 - h) making recommendations which clearly show the benefits of implementing your suggestions
 - i) ensuring records for which you are responsible are accurate, legible and up-to-date.
2. **Meet productivity and development targets by**
 - a) setting, agreeing and recording your **productivity and development targets** with the relevant person to meet the needs of the business
 - b) actively seeking opportunities that will help you to meet your **productivity and development targets**
 - c) ensuring those who assist you with services to clients work effectively to enable you to meet your **productivity and development targets**
 - d) regularly reviewing and recording your progress towards the achievement of your **productivity and development targets**
 - e) adjusting your activities in a way that will help you to meet your productivity and development targets
 - f) meeting your set **productivity and development targets** consistently and within the agreed timescale.

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

	Page ref.		Page ref.
1. Resources are		2. Productivity and development targets are for	
a) human	<input type="text"/>	a) retail sales	<input type="text"/>
b) stock	<input type="text"/>	b) technical services	<input type="text"/>
c) tools and equipment	<input type="text"/>	c) personal learning	<input type="text"/>
d) time	<input type="text"/>		

What you must know

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

Salon procedures and legal requirements

1. your salon’s requirements relating to the use of the resources in the range
2. the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources in the range (e.g. use of personal protective equipment, use of products, tools and equipment, disposal of waste and sharps, staff working times and break entitlements e.t.c. linked to current Health & Safety At Work legislation, COSHH Regulations, Manual Handling Operations Regulations, Electricity at Work Regulations, RIDDOR, Workplace Regulations, Data Protection Act, Working Time Directives and Cosmetic Products Regulations)
- 3. current legal requirements relating to the sale of retail goods (e.g. Sale of Goods Act, Distance Selling Act, Trade Descriptions Act, Consumer Protection legislation)**
4. your own limits of authority in relation to the use of resources
5. to whom to report recommendations
6. your salon’s procedures for monitoring the use of resources

Resource use, monitoring and recording

7. how the effective use of resources contributes to the profitability of the business
8. principles of stock control
9. the stocking levels for your salon
10. how salon ordering systems work and how to interpret them
11. the importance of keeping accurate records for the use and monitoring of resources
12. the resource records for which you are responsible
13. the common problems associated with salon resources (e.g. staffing, stock control, tools and equipment breakdowns, time overruns, e.t.c.) and how to resolve them

Communication

14. why it is important to communicate effectively
15. how to present the benefits of recommendations in a positive manner
16. how to negotiate and agree productivity and development targets
17. how to give clear, accurate and timely instructions to those who may be assisting you
18. how to encourage others to work effectively on your behalf
19. how to respond positively to negative feedback
20. general principles of time management applicable to the delivery of salon services
21. how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets

Productivity and development targets

22. your agreed productivity and development targets and the associated timescales for their achievement
23. why it is important to meet your productivity and development targets
24. the consequences of failure to meet your productivity and development targets
25. the types of opportunities that can be used to achieve your productivity and development targets (e.g. add-on services and sales, promotion of new products and services, seasonal promotions, special offers, awareness of trends for new services, learning how to deliver new services)
26. why you should regularly review your targets
27. the importance of gaining feedback of your performance and development needs from others.

Knowledge covered by:

MCQ

Date:

Assessors Signature: _____

Assignment

Date:

Oral questions

Date:

Learners Signature: _____



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