

Candidate logbook

**March 2019 Version 1.0**

|  |  |
| --- | --- |
| **Candidate name** |  |
| **Candidate enrolment no** |  |
| **Date of registration with City & Guilds** |  |
| **Date enrolled with centre** |  |
| **Centre name** |  |
| **Centre number** |  |
| **Centre address** |  |
| **Programme start date** |  |
| **Centre contact** |  |
| **IQA name** |  |
| **EQA name** |  |

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# Introduction and useful words

Welcome to your City & Guilds Candidate Logbook. It is designed to help you work towards your nail services qualiﬁcation, by:

* Showing you what you need to achieve
* Helping you to record your achievements and evidence.

In this logbook, you will ﬁnd the forms that you and your assessor will use for your qualiﬁcation.

We’re sure that you will have lots of questions about your qualiﬁcation, and this introduction should answer some of them. Of course, your assessor should also be on hand to explain things and be your guide, but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

You are taking the **Level 2 Diploma for Beauty Professional – Nail Technician**. The units in this qualification are based on the National Occupational Standards (NOS) for Nail Services. This means that that work you do to achieve this qualification is mainly about practical skills and real work activities.

What do I need to achieve?

Your qualification is divided into ‘units’. Each unit covers a different area of your work as a nail technician.

To achieve the qualification you need to achieve units to meet the qualification structure, which is included in the Summary of unit achievement section. In order to achieve this qualification you must complete all units.

What qualification am I doing?

There are three main parts:

* What you must do
* What you must cover
* What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the NOS for Nail Services, which describe the standard of performance (Performance criteria or P statements) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding (K statements) you will need in order to work in a salon. These standards have been mapped to the ‘What you must do’, ‘What you must cover’ and ‘What you must know’ sections of the units.

The ‘What you must do’ and ‘What you must cover’ sections relate to your observation of practical skills. Whereas the ‘What you must know’ section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge range.

Who will decide whether I have achieved the standards?

For this qualification you are either ‘competent’ or ‘not yet competent’. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

1. **Your assessor**

A person who is very experienced and qualiﬁed in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your salon. Your assessor will be overseeing your work towards the qualiﬁcation on a day-to-day basis.

1. **Internal Quality Assurer (IQA)**

A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

1. **External Quality Assurer (EQA)**

Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you’re not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualiﬁcation properly and fairly and has all the systems and equipment in place for your qualification.

How long will it take?

There is no time limit set by City & Guilds for you to complete your SVQ, but your centre may have some requirements that they will explain to you.

The most important sources of information you are likely to need are listed below:

* Your tutor/assessor is the most important source of information about your qualiﬁcation
* Your centre’s student handbook or prospectus

On the rare occasion that you disagree with an assessor’s decision, you should use your centre’s appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre’s website address here:

The City & Guilds website (**www.cityandguilds.com**) or City & Guilds Customer Relations (**0844 543 0033**)

The Habia website ([www.habia.org.uk](http://www.habia.org.uk)).

What do these words mean?

Here are some words that you may hear over the course of doing your qualification. You may want to refer back to this page if you hear a word and can’t remember what it means.

**Assessment plan**

An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

**Assessor**

A person qualiﬁed and experienced in beauty therapy or nail services who will help you plan your work and assessments and organise your evidence. Your assessor will be responsible for judging if you are competent and will give you feedback.

**Candidate**

A person working towards a qualiﬁcation, i.e., yourself.

**Candidate appeals procedure**

A system within a centre designed to help you have your evidence checked again if you disagree with the outcome of an assessment. Your centre will explain this procedure to you when you start. You may also ﬁnd out at any time by asking your assessor or Internal Quality Assurer.

**Centre**

A place where training and/or assessment towards qualiﬁcations is carried out, which may be a college, training centre or work place. Only ‘approved centres’ that meet strict standards can offer City & Guilds qualiﬁcations.

**City & Guilds**

An awarding organisation for beauty therapy and many other qualiﬁcations. City & Guilds checks and approves centres, sets and monitors assessment and issues certiﬁcates to candidates.

**Competent**

This means being able to do your work well. You are competent in an SVQ when you show that you can work consistently to the required standards in a real work situation, and that you know and understand the correct way to do your job.

**Evidence**

Generally speaking, this is something that builds towards proof of your competence. In an SVQ, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

**External Quality Assurer (sometimes called an EQA)**

An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualiﬁcation properly and fairly, and that it was all the systems and equipment in place.

**Habia (Hairdressing and Beauty Therapy Industry Authority)**

The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your qualification (the lists of ‘What you must do’, ‘What you must cover’ and ‘What you must know’) were created by Employers and industry experts working with Habia.

**Internal Quality Assurer (sometimes called an IQA)**

A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

**Observation**

Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

**Outcome**

An outcome states what you should know, understand or be able to do as the result of a process of learning

**Performance criteria**

This term is used to describe the practical requirements of the NOS, these are mapped into the ‘What you must do’ outcome displayed in your logbook. The mapping can be found in the qualification handbook

**Portfolio**

The place where you keep all the evidence you collect to show that you are competent. Usually this is a ringbinder where you can put the hole-punched sheets of this logbook. Your portfolio needs to be clearly organised and all your evidence referenced to the units.

**Range**

There is performance range and knowledge and understanding range. The term performance range is sometimes used for the things listed in the ‘What you must cover’ part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found at the end of the What you must know section. The range for health and safety and other areas which cut across the units can be found in the More information section.

**Standards (National Occupational Standards, sometimes called NOS)**

These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards have been used to create your qualification.

**Unit (mandatory and optional)**

The main building blocks of your award: each unit describes one aspect of your work.

**Vocational**

An qualification is a vocational award because it is based on skills and knowledge that you need in order to work and build a career as a Beauty Professional.

# Summary of unit achievement

By signing this summary of unit achievement we are conﬁrming that all the performance criteria, ranges and essential knowledge and understanding requirements for these units/NOS have been completed and that the evidence is authentic and has been obtained under speciﬁed conditions for which certiﬁcation is now requested.

|  |  |
| --- | --- |
| **Candidate name** |  |
| **Candidate enrolment number** |  |
| **Centre name** |  |
| **Centre number** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification outcomes** | **Date achieved** | **Assessor signature** | **Candidate signature** | **IQA signature (if sampled)** |
| **Mandatory units** |  |  |  |  |
| 215 Provide manicure services |  |  |  |  |
| 216 Provide pedicure services |  |  |  |  |
| 217 Provide advice to customers on nail products and services |  |  |  |  |
| 218 Provide gel polish services |  |  |  |  |
| 219 Provide basic nail art services |  |  |  |  |
| 220 Provide nail enhancement systems |  |  |  |  |

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles e.g., 201, 202. These numbers are to be used for results entry purposes, conﬁrming achievement of units for which certiﬁcation is requested.

|  |  |
| --- | --- |
| **IQA signature** |  |
| **Date** |  |

# Complete list of units

|  |  |  |
| --- | --- | --- |
| **City & Guilds unit number** | **Unit title** | **Level** |
| **Mandatory** |  |  |
| 215 | Provide manicure services | 2 |
| 216 | Provide pedicure services | 2 |
| 217 | Provide advice to customers on nail products and services | 2 |
| 218 | Provide gel polish services | 2 |
| 219 | Provide basic nail art services | 2 |
| 220 | Provide nail enhancement systems | 2 |

# 

Unit 215 Provide manicure services

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

The main outcomes of this standard are:

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

2. Consult, plan and prepare for manicure services

3. Carry out manicure services

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance **on at least 1 occasion (the treatment must be different to pedicure).**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing manicure services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure their own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for manicure services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 cleanse the area to be treated and remove any existing nail finish  2.8 identify the condition of the nails and skin  2.9 recommend treatments and products for the client's skin type and nail condition |  |
| **Outcome 3: Carry out manicure services** |  |
| 3.1 confirm the desired nail length and shape with the client  3.2 shape the nails to ensure a smooth free edge  3.3 use tools and products to remove excess cuticle, without damaging the surrounding skin  3.4 create a smooth surface shine to the nail plate using buffing techniques  3.5 select and apply hand and nail treatments to suit the client's skin and nail condition  3.6 perform massage sequence to meet the needs of the client and the service plan  3.7 ensure the nail area is clean, dry and free of product  3.8 apply a base coat relevant to the client's needs  3.9 apply nail finish and top coat in the required sequence  3.10 ensure the cuticle and nail wall are free of product  3.11 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan  3.12 give the client advice and recommendations on the service provided  3.13 ensure the client's records are completed and signed by self and the client |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Observation | 1 | 2 | 3 |
| **Achieved (tick)** |  |  |  |
| **Date** |  |  |  |
| **Candidate signature** |  |  |  |
| **Assessor signature** |  |  |  |
| **IQA signature (if sampled)** |  |  |  |

**What you must cover**

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| written |  |  |
| **At least one necessary action** | | |
| encouraging the client to seek medical advice |  |  |
| explaining why the treatment cannot be carried out |  |  |
| modifying the service |  |  |
| **All types of hand and nail treatments** | | |
| paraffin wax |  |  |
| hand masks |  |  |
| thermal mitts |  |  |
| exfoliators |  |  |
| **All types of nail finish** | | |
| dark colour |  |  |
| French polish |  |  |
| **All advice and recommendations** | | |
| suitable aftercare products and their uses |  |  |
| avoidance of activities which may cause contra-actions |  |  |
| recommended time intervals between services |  |  |
| present and future products and services |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

|  |
| --- |
| Outcome 5: Know how to maintain safe and effective methods of working when providing manicure services |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client protection and preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client and why using these are important  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing the treatment in a commercially viable time |
| **Outcome 6: Know how to consult, plan and prepare for manicure services** |
| 5.1 the importance of communicating with clients in a professional manner  5.2 how to complete a consultation taking into account client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the reasons for agreeing a service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 the legislative requirements for storing and protecting client data  5.8 the necessary action to take in relation to specific contra-indications when referring clients  5.9 how to recognise contra-indications that would prevent or restrict the service  5.10 the contra-indications requiring medical referral and why  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 the different types of treatable skin and nail conditions  5.13 how to conduct a nail and skin analysis |
| **Outcome 6: Know how to carry out manicure services** |
| 6.1 the different natural nail shapes they are likely to come across during manicure services  6.2 the techniques used within manicure and how to carry them out  6.3 the different types of manicure products, tools and equipment and how to use them  6.4 the effects on the nail and skin of the incorrect use of products and equipment  6.5 the features and benefits of hand and nail products, services and treatments  6.6 how to adapt the manicure service to suit individual client needs  6.7 the different types of massage techniques used in a manicure service  6.8 the effects of massage techniques on the nails, skin, muscles and underlying structures  6.9 why it is important to clean and dry the natural nail prior to applying a nail finish  6.10 the importance of recommending a nail finish suitable for the client  6.11 the methods of applying different nail finishes  6.12 the methods used to remove different nail finishes, including gel polish and nail art  6.13 the anatomy of the hand and lower arm  6.14 the structure of the nail  6.15 the process of nail growth  6.16 the function and structure of the skin  6.17 the contra-actions that could occur, how to deal with them and what advice to give to clients  6.18 the advice and recommendations on products and services |

Knowledge and Understanding Range

**Diverse needs:**

(AC6.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC7.4)

* which prevent treatment:
  + fungal infections
  + viral infections
  + parasitic infections
  + severe skin conditions
* which restrict treatment
  + bacterial infections
  + psoriasis
  + dermatitis
  + severe nail separation
  + broken bones

**Nail conditions:**

(AC7.7)

* bitten
* discoloured
* misshapen
* split
* ridged
* dry
* dehydrated
* brittle
* pitted

**Natural nail shapes:**

(AC8.1)

* fan
* hook
* spoon
* oval
* square

**Anatomy:**

(AC8.13)

* the bones of the hand and lower arm
* the muscles of the hand and lower arm
* the blood circulation to the hand and lower arm

**Structure of the nail:**

(AC8.14)

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

**Nail growth:**

(AC8.15)

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

**Structure of the skin:**

(AC8.16)

* dermis
* epidermis
* subcutaneous layer
* appendages

**Advice and recommendations:**

(AC8.18)

* additional services
* additional products

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City and Guilds online test |  |  |
| City and Guilds written test |  |  |
| Cross-knowledge test |  |  |
| Other (please state) |  |  |

**Declaration**

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

Unit 216 Provide pedicure services

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

The main outcomes of this standard are:

1. maintain safe and effective methods of working when providing pedicure services

2. consult, plan and prepare for pedicure services

3. carry out pedicure services

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you just cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe you completing a foot and nail treatment on **at least 1 occasion** (the treatment must be different to manicure).

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing pedicure services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for pedicure services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 cleanse the area to be treated and remove any existing nail finish  2.8 identify the condition of the nails and skin  2.9 recommend treatments and products for the client's skin type and nail condition |  |
| **Outcome 3:** **Carry out pedicure services** |  |
| 3.1 clean and dry the client's feet  3.2 confirm the desired nail length and shape with the client  3.3 shape the nails to ensure a smooth free edge  3.4 use tools and products to remove excess cuticle, without damaging the surrounding skin  3.5 remove excess hard skin, without causing discomfort to the client  3.6 select and apply foot and nail treatments to suit the client's skin type and nail condition  3.7 apply massage sequence to meet the needs of the client and the service plan  3.8 ensure the nail area is clean, dry and free of product  3.9 apply a base coat relevant to the client's needs  3.10 apply nail finish and top coat, in the required sequence  3.11 ensure the cuticle and nail wall are free of product  3.12 ensure that the nail finish is to the client's satisfaction and meets the agreed service plan  3.13 give the client advice and recommendations on the service provided  3.14 ensure the client's records are completed and signed by self and the client |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |
| --- | --- | --- |
| Observation | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IQA signature (if sampled)** |  |  |

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| written |  |  |
| **At least one necessary action** | | |
| encouraging the client to seek medical advice |  |  |
| explaining why the treatment cannot be carried out |  |  |
| modifying the service |  |  |
| **All foot and nail treatments** | | |
| paraffin wax |  |  |
| foot masks |  |  |
| thermal boots |  |  |
| exfoliators |  |  |
| foot spa |  |  |
| foot soak |  |  |
| **All types of nail finish** | | |
| dark colour |  |  |
| French polish |  |  |
| **All advice and recommendations** | | |
| suitable aftercare products and their uses |  |  |
| avoidance of activities which may cause contra-actions |  |  |
| recommended time intervals between services |  |  |
| present and future products and services |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

|  |
| --- |
| Outcome 5: Know how to maintain safe and effective methods of working when providing pedicure services |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client and why using these are important  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing a service in a commercially viable time |
| **Outcome 6: Know how to consult, plan and prepare for pedicure services** |
| 5.1 the importance of communicating with clients in a professional manner  5.2 how to complete a consultation taking into account client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the reasons for agreeing a service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 the legislative requirements for storing and protecting client data  5.8 the necessary action to take in relation to specific contra-indications when referring clients  5.9 how to recognise contra-indications that would prevent or restrict the service  5.10 the contra-indications requiring medical referral and why  5.11 the reasons for not naming specific contra-indications when referring clients  5.12 the different types of treatable skin and nail conditions  5.13 how to conduct a nail and skin analysis |
| **Outcome 6: Know how to carry out pedicure services** |
| 6.1 the different natural nail shapes they are likely to come across during pedicure services  6.2 the techniques used within pedicure and how to carry them out  6.3 the different types of pedicure products, tools and equipment and how to use them  6.4 the effect on the nails and skin of the incorrect use of products and equipment  6.5 the features and benefits of different foot and nail products, services and treatments  6.6 how to adapt a pedicure service to suit individual client needs  6.7 the different types of massage techniques used in a pedicure service  6.8 the effects of massage techniques on the nails, skin, muscles and underlying structures  6.9 why it is important to clean and dry the natural nail prior to applying a nail finish  6.10 the reasons for recommending a nail finish to suit the client's needs  6.11 the methods of applying different nail finishes  6.12 the methods used to remove different nail finishes, including gel polish and nail art  6.13 the anatomy of the foot and lower leg  6.14 the structure of the nail  6.15 the process of nail growth  6.16 the function and structure of the skin  6.17 the contra-actions that could occur, how to deal with them and what advice to give to clients  6.18 the advice and recommendations on products and services |

Knowledge and Understanding Range

**Diverse needs:**

(AC6.2)

* cultural
* religious
* age
* disability
* gender

**Contra-indications:**

(AC7.3, AC7.4)

* which prevent treatment:
  + fungal infections
  + viral infections
* which restrict treatment:
  + psoriasis
  + dermatitis
  + severe nail separation
  + broken bones
  + ingrown toe nails
  + bunions
  + hammer toes

**Nail conditions:**

(AC7.4)

* discoloured
* misshapen
* split
* ridged
* dry
* dehydrated
* brittle
* pitted

**Natural nail shapes:**

(AC8.1)

* fan
* hook
* spoon
* oval
* square

**Anatomy:**

(AC8.13)

* the bones of the foot and lower leg
* the muscles of the foot and lower leg
* the blood circulation to the foot and lower leg

**Structure of the nail:**

(AC8.14)

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

**Nail growth:**

(AC8.15)

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

**Structure of the skin:**

(AC8.16)

* dermis
* epidermis
* subcutaneous layer
* appendages

**Advice and recommendations:**

(AC8.18)

* additional services
* additional products

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City and Guilds online test |  |  |
| City and Guilds written test |  |  |
| Cross-knowledge test |  |  |
| Other (please state) |  |  |

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

Unit 217 Provide advice to customers on nail products and services

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

The main outcomes of this standard are:

1. Improve your personal performance at work

2. Work effectively as part of a team

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your Assessor will observe your contributions to effective teamwork on a**t least 1 occasion**.

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing advice to customers/clients on nail products and services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client's clothing, hair and accessories throughout the service  1.4 maintain the client's modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Evaluate and advise on nail products** |  |
| 2.1 acknowledge the customer via verbal and non-verbal means  2.2 use evaluation techniques to determine the customer’s requirements  2.3 establish the customer’s choice and selection of nail and skin care products  2.4 open dialogue with the customer to establish opportunities for selling additional or associated nail and skin care products  2.5 offer to demonstrate the nail and skin care products and secure the customer’s permission to carry out the demonstration  2.6 ask the customer if they suffer from any allergies to cosmetic ingredients  2.7 identify the condition of the customer’s nails and skin  2.8 recommend nail and skin care products for the customer’s skin and nail condition  2.9 agree the nail and skin care products that meet the customer’s needs  2.10 follow hand hygiene procedures, prior to touching the customer’s skin  2.11 ensure the nail area is clean, dry and free of previously applied products  2.12 provide accurate guidance on the nail and skin care products to influence the customer’s purchasing decisions  2.13 make recommendations, targeting their product knowledge against the customer’s hand and nail condition  2.14 confirm with the customer that they are confident in their selection and purchase of nail and skin care products  2.15 close the sale of nail and skin care products |  |
| **Outcome 3: Evaluate and advise on nail services** |  |
| 3.1 acknowledge the customer via verbal and non-verbal means  3.2 use evaluation techniques to determine the customer’s requirements  3.3 establish the customer’s choice and selection of nail service  3.4 open dialogue with the customer to establish opportunities for advising on and booking in a nail service  3.5 ask the customer if they suffer from any allergies to products or cosmetic ingredients  3.6 identify the condition of the customer’s nails and skin  3.7 recommend a nail service for the customer’s skin and nail condition  3.8 agree the nail service that meets the customer’s needs  3.9 provide accurate guidance on the nail service to influence the customer’s booking decisions  3.10 make the booking  3.11 confirm with the customer that they are confident in the booking they have made |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |
| --- | --- | --- |
| Observation | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IQA signature (if sampled)** |  |  |

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| **At least four nail and skin care products** | | |
| Polish |  |  |
| Strengthener |  |  |
| Base coat |  |  |
| Top coat |  |  |
| Polish remover |  |  |
| Cuticle cream/oil |  |  |
| Cuticle remover |  |  |
| Hand exfoliator |  |  |
| Hand cream |  |  |
| Nail care tools for retail sale |  |  |
| Nail care equipment for retail sale |  |  |
| **Booked a minimum of 2 nail services** | | |
| met customer’s expectations |  |  |
| met customer’s needs |  |  |
| makes the best use of technician’s productive time |  |  |
| accurately recorded in the business’ appointment system |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when providing advice to customers on nail products and services. |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client and why using these are important  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the contra-actions that could occur, how to deal with them and what advice to give to clients  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing a service in a commercially viable time |
| **Outcome 5: Know how to evaluate and advise on nail products.** |
| 5.1 the importance of communicating with customers in a professional manner  5.2 the importance of non-verbal and verbal communication techniques  5.3 how to use different evaluation techniques to establish customer’s needs  5.4 the importance of establishing the customer’s time pressures and expectations when offering to demonstrate any additional products  5.5 how to recognise conditions that would prevent or restrict the use of a product  5.6 the different types of treatable skin and nail conditions  5.7 how to conduct a nail and skin analysis  5.8 the importance of gaining the customer’s permission to carry out demonstrations  5.9 how to demonstrate the correct and safe use of retail products, tools and equipment for the nails and skin  5.10 how to match additional or associated products to customers’ needs and increase the amount they spend  5.11 the importance of product knowledge when providing the best possible advice and information to customers  5.12 why it is important to allow customers to feel, smell and experience the products being used  5.13 the importance of providing the customer with all necessary information and literature that accompanies their purchase  5.14 the laws governing the application and sale of cosmetics  5.15 steps to take to close the sale of nail and skin care products |
| **Outcome 6: Know how to evaluate and advise on nail services.** |
| 6.1 how to match additional or associated nail services to customers’ needs and increase the amount they spend  6.2 the importance of the knowledge of nail services when providing the best possible advice and information to customers  6.3 the advantages and disadvantages of nail enhancement systems and maintenance  6.4 the importance of providing accurate guidance on nail services to influence the customer’s decision to book a nail service  6.5 the factors to consider when scheduling in the booking  6.6 the importance of confirming and making bookings correctly  6.7 the types of information required to make a booking  6.8 the consequences of breaking confidentiality |

**Knowledge and Understanding Range**

**Product knowledge:**

(AC5.11)

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

**Laws governing the application and sale of cosmetics:**

(AC5.14)

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

**Advantages and disadvantages:**

(AC6.3)

* natural overlays
* tip and overlays
* subsequent maintenance

**Factors:**

(AC6.5)

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

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City & Guilds online test |  |  |
| City & Guilds written test |  |  |
| Cross-knowledge test |  |  |
| Other (please state) |  |  |

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

Unit 218 Provide gel polish service for nails

This standard is about providing gel polish services to clients. It covers client preparation and consultation to produce a service plan. It also covers application and removal techniques.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for gel polish services

3. Apply gel polish

4. Remove gel polish

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance **on at least 1 occasion.**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing gel polish services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client’s clothing, hair and accessories throughout the service  1.4 maintain the client’s modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure our own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for gel polish services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parental or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 cleanse the area to be treated and remove any existing nail finish  2.8 identify the condition of the nails and skin  2.9 recommend treatments and gel polish finish for the client's skin type and nail condition  2.10 use cuticle tools and products to prepare the nail for gel polish application  2.11 give the client advice and recommendations on the service provided  2.12 ensure the client's records are completed and signed by self and the client |  |

|  |  |
| --- | --- |
| Outcome 3: Apply gel polish |  |
| 3.1 confirm the desired nail length and shape with the client  3.2 prepare the nail to ensure maximum adhesion of gel polish finish  3.3 apply gel polish finish and leave a free margin around the cuticle and side wall area of the nail |  |
| **Outcome 4: Remove gel polish** | |
| 4.1 remove gel polish and ensure the nail is free from product and undamaged |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |
| --- | --- | --- |
| Observation | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IQA signature (if sampled)** |  |  |

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| written |  |  |
| **At least one necessary action** | | |
| encouraging the client to seek medical advice |  |  |
| explaining why the treatment cannot be carried out |  |  |
| modifying the service |  |  |
| **Both gel polish finishes** | | |
| dark colour |  |  |
| design |  |
| **All advice and recommendations** | | |
| suitable aftercare products and their uses |  |  |
| avoidance of activities which may cause contra-actions |  |  |
| time intervals between services |  |  |
| present and future products and services |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

|  |
| --- |
| Outcome 5: Know how to maintain safe and effective methods of working when providing gel polish services |
| 5.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  5.2 the legal and organisational requirements for client protection and preparation  5.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  5.4 safe positioning techniques for yourself and your client and why using these are important  5.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  5.6 why it is important to keep your work area clean and tidy  5.7 methods of cleaning, disinfection and sterilisation  5.8 methods of working safely and hygienically and which minimise the risk of cross-infection  5.9 the different types of working methods that promote environmental and sustainable working practices  5.10 the contra-actions that may occur, how to deal with them and what advice to give to clients  5.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  5.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  5.13 the legal requirements for waste disposal  5.14 the reasons for completing a service in a commercially viable time |
| **Outcome 6: Know how to consult, plan and prepare for gel polish services** |
| 6.1 why it is important to communicate with clients in a professional manner  6.2 how to complete a consultation taking into account client's diverse needs  6.3 the legal requirements for providing treatment to minors under 16 years of age  6.4 the age at which an individual is classed as a minor and how this differs nationally  6.5 the reasons for agreeing a service that meets the client's needs |
| **Outcome 7: Know how to provide gel polish services** |
| 7.1 the legal significance of gaining signed, informed client consent to carry out the service  7.2 how to recognise contra-indications that would prevent or restrict the service  7.3 the contra-indications requiring medical referral and why  7.4 the necessary action to take in relation to specific contra-indications when referring clients  7.5 the reasons for not naming specific contra-indications when referring clients  7.6 the different types of treatable nail and skin conditions  7.7 how to conduct a nail and skin analysis  7.8 the different methods used to prepare the natural nail |
| **Outcome 8: Know how to apply, maintain and remove gel polish services** |
| 8.1 the different natural nail shapes they are likely to come across during gel polish services  8.2 the reasons for shaping the free edge prior to gel polish application  8.3 the different types of curing equipment, including UV or LED and the required setting times  8.4 the effects of over curing and under curing on the gel polish finish  8.5 the features and benefits of gel polish application and services  8.6 how to adapt the gel polish service to suit individual client needs  8.7 methods of applying different gel nail finishes  8.8 methods of removing gel polish  8.9 the effect on the nails and skin of the incorrect use of products and equipment  8.10 the implications of layering product and how it will affect the removal process  8.11 the difference between gel polish and polish and how they can be combined  8.12 the problems that can occur if the gel product is too thick or too thin  8.13 different types of gel polish and their chemical background  8.14 how to adapt the gel polish if combined with other nail services  8.15 the anatomy of the hand and arm  8.16 the structure of the nail  8.17 the process of nail growth  8.18 the function and structure of the skin |

Knowledge and Understanding Range

**Contra-indications:**

(AC7.3)

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

**Natural nail shapes:**

(AC8.1)

* fan
* hook
* spoon
* oval
* square

**Anatomy of the hand and arm:**

(AC8.15)

* the bones of the lower arm and hand
* the muscles of the lower arm and hand
* the blood circulation to the lower arm and hand

**Structure of the nail:**

(AC8.16)

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

**Nail growth:**

(AC8.17)

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

**Structure of the skin:**

(AC8.18)

* dermis
* epidermis
* subcutaneous layer
* appendages

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City & Guilds online test |  |  |
| City & Guilds written test |  |  |
| Cross-unit knowledge test |  |  |
| Other (please state) |  |  |

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

Unit 219 Provide basic nail art services

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

The main outcomes of this standard are:

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

2. Consult, plan and prepare for nail art services

3. Carry out nail art services

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you must cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance **on at least 1 occasion.**

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when providing nail art services** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client’s clothing, hair and accessories throughout the service  1.4 maintain their client’s modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for nail art services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the service and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out the service  2.7 identify the condition of the nails and skin |  |
| **Outcome 3: Provide nail art services** |  |
| 3.1 confirm the desired nail length and shape with the client  3.2 shape the nails to ensure a smooth free edge  3.3 use tools and products to prepare the nail for nail art service  3.4 apply a nail art base according to the design plan  3.5 select tools, products and nail art techniques for the agreed design  3.6 seal the nail art design, leaving the cuticle and nail wall free from product  3.7 ensure that the finished design is to the client's satisfaction and meets the agreed design plan  3.8 give the client advice and recommendations on the service provided  3.9 ensure the client's records are completed and signed by self and the client |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |
| --- | --- | --- |
| Observation | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IQA signature (if sampled)** |  |  |

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| written |  |  |
| **At least one necessary action** | | |
| encouraging the client to seek medical advice |  |  |
| explaining why the treatment cannot be carried out |  |  |
| modifying the service |  |  |
| **All nail art techniques** | | |
| custom blending |  |  |
| colour fading |  |  |
| marbling |  |  |
| painting |  |  |
| imprinting |  |  |
| **Used four of the seven products** | | |
| fabrics |  |  |
| glitters |  |  |
| jewels |  |  |
| decals |  |  |
| embellishments |  |  |
| coloured powders |  |  |
| coloured UV gels |  |  |
| **All advice and recommendations** | | |
| suitable aftercare products and their uses |  |  |
| avoidance of activities which may cause contra-actions |  |  |
| time intervals between services |  |  |
| present and future products and services |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

|  |
| --- |
| Outcome 4: Know how to maintain safe and effective methods of working when providing nail art services |
| 4.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  4.2 the legal and organisational requirements for client protection and preparation  4.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  4.4 safe positioning techniques for yourself and your client and why using these are important  4.5 the necessary environmental conditions for services, such as heating and ventilation and why these are important  4.6 why it is important to keep your work area clean and tidy  4.7 methods of cleaning, disinfection and sterilisation  4.8 methods of working safely and hygienically and which minimise the risk of cross-infection  4.9 the different types of working methods that promote environmental and sustainable working practices  4.10 the contra-actions that may occur, how to deal with them and what advice to give to clients  4.11 the hazards and risks which exist in your workplace and the safe working practices which you must follow  4.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  4.13 the legal requirements for waste disposal  4.14 the reasons for completing a service in a commercially viable time |
| **Outcome 5: Know how to consult, plan and prepare for nail art services** |
| 5.1 the importance of communicating with clients in a professional manner  5.2 how to complete a consultation taking into account client's diverse needs  5.3 the legal requirements for providing treatment to minors under 16 years of age  5.4 the age at which an individual is classed as a minor and how this differs nationally  5.5 the reasons for agreeing a service that meets the client's needs  5.6 the legal significance of gaining signed, informed client consent to carry out the service  5.7 how to recognise contra-indications that would prevent or restrict the service and why  5.8 the contra-indications requiring medical referral and why  5.9 the necessary action to take in relation to specific contra-indications when referring clients  5.10 the reasons for not naming specific contra-indications when referring clients  5.11 how to identify treatable nail and skin conditions  5.12 how to conduct a nail and skin analysis |
| **Outcome 6: Know how to apply nail art** |
| 6.1 the different methods used to prepare the nails for nail art application  6.2 the different types of techniques used within nail art services and how to carry them out  6.3 the range and use of nail art products and tools  6.4 the importance of understanding colour theory  6.5 how to select and combine colours to complement the design  6.6 the reasons and benefits of applying a nail art base prior to particular nail art designs  6.7 the range of creative nail designs available to clients  6.8 how the client's nail shape and condition of the client’s nails can limit the design choice  6.9 how to select, blend and mix products and colours  6.10 how to select, adapt and create nail art designs to suit different occasions  6.11 the adaptions that can be used to make nail art designs and techniques more commercial  6.12 the reasons for sealing the final nail art design  6.13 the benefits of creating a design portfolio to promote nail art designs  6.14 how current fashion trends can impact on nail art designs  6.15 the structure of the nail  6.16 the process of nail growth  6.17 the structure and functions of the skin  6.18 possible contra-actions that could occur how to deal with them and what advice to give to clients  6.19 the advice and recommendations on products and service |

Knowledge and Understanding Range

**Contra-indications:**

(AC7.3)

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

**Natural nail shapes:**

(AC7.14)

* fan
* hook
* spoon
* oval
* square

**Structure of the nail:**

(AC7.15)

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

**Nail growth:**

(AC7.16)

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

**Structure of the skin:**

(AC7.17)

* dermis
* epidermis
* subcutaneous layer
* appendages

**Contra-actions:**

(AC7.18)

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

**Advice and recommendations:**

(AC7.19)

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

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City & Guilds online test |  |  |
| City & Guilds written test |  |  |
| Cross-knowledge test |  |  |
| Other (please state) |  |  |

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

Unit 220 Provide nail enhancement systems

This standard is about providing services to enhance, maintain, repair and remove nail enhancements to create a natural finish. It covers client consultation, treatment planning and application of natural tips and clear overlays in either light-cured gel, liquid and powder or wrap systems.

The main outcomes of this standard are:

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

2. Consult, plan and prepare for nail enhancement services

3. Apply natural overlays

4. Apply tip and overlays

5. Maintain and remove nail enhancements

How to achieve this unit

You must practically demonstrate in your everyday work that you have met the required standard for this unit. The standards cover:

1. What you must do

2. What you just cover

3. What you must know

What you must do:

Within your work you must show your assessor that you can meet the performance criteria. Your assessor will observe your performance **on at least 2 occasions, which must include:**

* full set of tips and overlays
* rebalance

|  |  |
| --- | --- |
| Outcome | Assessor notes |
| **Outcome 1: Maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements** |  |
| 1.1 maintain their responsibilities for health and safety throughout the service  1.2 prepare the client and self to meet legal and organisational requirements  1.3 protect the client’s clothing, hair and accessories throughout the service  1.4 maintain the client’s modesty and privacy at all times  1.5 position the client to meet the needs of the service  1.6 ensure own posture and working methods minimise fatigue and the risk of injury to self and others  1.7 ensure environmental conditions are suitable for the client and the service  1.8 keep their work area clean and tidy throughout the service  1.9 use working methods that minimise the risk of cross-infection  1.10 ensure the use of clean equipment and materials  1.11 promote environmental and sustainable working practices  1.12 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products  1.13 dispose of waste materials to meet legal requirements  1.14 complete the service within a commercially viable time |  |
| **Outcome 2: Consult, plan and prepare for nail enhancement services** |  |
| 2.1 use consultation techniques to determine the client's service plan  2.2 ensure that informed and signed parent or guardian consent is obtained for minors prior to any service  2.3 ensure that a parent or guardian is present throughout the service for minors under the age of 16  2.4 recognise any contra-indications and take the necessary action  2.5 agree the nail enhancements and outcomes that meet the client's needs  2.6 obtain signed, informed consent from the client prior to carrying out nail enhancements  2.7 cleanse the area to be treated and remove any existing nail finish  2.8 select and agree with the client nail enhancements to suit their nail shape and condition  2.9 confirm the desired nail length and shape with the client  2.10 use cuticle tools and products to remove excess cuticle, without damaging the surrounding skin  2.11 prepare the natural nail to ensure maximum adhesion of nail enhancements  2.12 give the client advice and recommendations on the service provided  2.13 ensure the client's records are completed and signed by self and the client |  |
| **Outcome 3: Apply natural overlays** |  |
| 3.1 apply nail overlay to suit the client's nail shape and condition  3.2 leave a free margin around the cuticle and side wall area of the nail  3.3 use filing techniques to create the required balance, shape and length  3.4 create a smooth even surface and shine using buffing techniques |  |
| **Outcome 4: Apply tip and overlays** |  |
| 4.1 select and size the tip and customise to suit the client's natural nail  4.2 adhere the tip to the natural nail  4.3 cut, shape and blend the tips ensuring no damage is caused to the natural nail, and the tip is undetectable  4.4 apply overlay to the nails to suit the client's nail shape and condition  4.5 leave a free margin around the cuticle and side wall area of the nail  4.6 use filing techniques to create the required balance, shape and length  4.7 create a high shine finish using buffing techniques |  |
| **Outcome 5: Maintain and remove nail enhancements** |  |
| 5.1 use nail maintenance techniques to restore the nail enhancement to its original condition  5.2 use removal techniques and ensure the natural nail plate and surrounding skin is free from product and undamaged |  |

Once you have achieved the performance criteria in the table above, your assessor will tick and enter the date in the table below.

|  |  |  |
| --- | --- | --- |
| Observation | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IQA signature (if sampled)** |  |  |

What you must cover

Before completing the table below you must make sure you have achieved the “what you must do” section.

|  |  |  |
| --- | --- | --- |
| From the range you must demonstrate that you have met the following. Please tick the box for the relevant observation | | |
|  | **1** | **2** |
| **All consultation techniques** | | |
| questioning |  |  |
| listening |  |  |
| visual |  |  |
| manual |  |  |
| written |  |  |
| **At least one necessary action** | | |
| encouraging the client to seek medical advice |  |  |
| explaining why the treatment cannot be carried out |  |  |
| modifying the service |  |  |
| **All nail enhancements** | | |
| full set of tips and overlays |  |  |
| rebalance |  |  |
| **All nail maintenance techniques** | | |
| infill |  |  |
| rebalance |  |  |
| **All advice and recommendations** | | |
| suitable aftercare products and their uses |  |  |
| avoidance of activities which may cause contra-actions |  |  |
| recommended time intervals between services |  |  |
| present and future products and services |  |  |

|  |  |  |
| --- | --- | --- |
| Observation: | 1 | 2 |
| **Achieved (tick)** |  |  |
| **Date** |  |  |
| **Candidate signature** |  |  |
| **Assessor signature** |  |  |
| **IV signature (if sampled)** |  |  |

What you must know

You will be assessed on your knowledge and understanding. The information below lists the knowledge and range that will be covered. Some of this knowledge will be assessed in one cross unit knowledge test. This knowledge could be assessed by online tests or paper based short answer questions.

Your assessor will be able to provide information on how you will be assessed and help you date and reference your evidence in the table at the end of this section.

The knowledge assessed in the cross unit knowledge test is highlighted in grey below.

|  |
| --- |
| Outcome 6: Know how to maintain safe and effective methods of working when enhancing, maintaining and removing nail enhancements |
| 6.1 your responsibilities for health and safety as defined by any specific legislation covering your job role  6.2 the legal and organisational requirements for client protection and preparation  6.3 the legal and organisational requirements for your own personal hygiene, protection and appearance  6.4 safe positioning techniques for yourself and your client and why using these are important  6.5 the necessary environmental conditions for services such as heating and ventilation and why these are important  6.6 why it is important to keep your work area clean and tidy  6.7 methods of cleaning, disinfection and sterilisation  6.8 methods of working safely and hygienically and which minimise the risk of cross-infection  6.9 the hazards and risks which exist in your workplace and the safe working practices which you must follow  6.10 the different types of working methods that promote environmental and sustainable working practices  6.11 the hazards and risks which exist in the workplace and the safe working practices which they must follow  6.12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow  6.13 the legal requirements for waste disposal  6.14 the reasons for completing the service in a commercially viable time |
| **Outcome 7: Know how to consult, plan and prepare for nail enhancement services** |
| 7.1 the importance of communicating with clients in a professional manner  7.2 how to complete a consultation taking into account client's diverse needs  7.3 the legal requirements for providing treatment to minors under 16 years of age  7.4 the age at which an individual is classed as a minor and how this differs nationally  7.5 the reasons for agreeing a service that meets the client's needs  7.6 the legal significance of gaining signed, informed client consent to carry out the service  7.7 the legislative requirements for storing and protecting client data  7.8 how to recognise contra-indications that would prevent or restrict the service  7.9 the contra-indications requiring medical referral and why  7.10 the necessary action to take in relation to specific contra-indications when referring clients  7.11 the reasons for not naming specific contra-indications when referring clients  7.12 how to identify treatable nail and skin conditions  7.13 how to conduct a nail and skin analysis  7.14 the different methods used to prepare the natural nail for nail enhancements  7.15 the advice and recommendations on products and services |
| **Outcome 8: Know how to apply, maintain and remove nail enhancements** |
| 8.1 the different natural nail shapes that are likely to be encountered during nail enhancement services  8.2 how to select and use different types of products, tools and equipment for nail enhancement services  8.3 the nail tip selection, application and blending techniques  8.4 the techniques used to ensure maximum strength and longevity of nail tips  8.5 how to adapt nail enhancement application techniques to suit different nail shapes and conditions  8.6 the reasons for leaving a free margin around the cuticle and side wall area  8.7 the different types of bonding agents available and their use  8.8 methods and techniques used to avoid overexposure to chemicals  8.9 the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements  8.10 how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue  8.11 the techniques for repairing natural nails including splits, cracks, flaking and breakages  8.12 the techniques for repairing nail enhancements including lifting, cracking and premature loss  8.13 the contra-actions that could occur, how to deal with them and what advice to give to clients  8.14 the techniques used for maintaining and removing different nail enhancements  8.15 the structure of the nail  8.16 the process of nail growth  8.17 the functions and structure of the skin |

Knowledge and Understanding Range

**Contra-indications:**

(AC8.2)

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

**Advice and recommendations:**

(AC8.9)

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

**Natural nail shapes:**

(AC9.1)

* fan
* hook
* spoon
* oval
* square

**Contra-actions:**

(AC9.13)

* allergic reactions
* overexposure and exothermic reaction
* bacterial infections
* nail separation
* lifting of product
* premature loss of enhancement

**Structure of the nail:**

(AC9.15)

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

**Nail growth:**

(AC9.16)

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

**Structure of the skin:**

(AC9.17)

* dermis
* epidermis
* subcutaneous layer
* appendages

For information on the scope and range for health and safety, environmental and sustainable working practices and diverse needs please refer to the appendices section.

Tick the ways in which the above knowledge was covered:

|  |  |  |
| --- | --- | --- |
| Type of Test | Tick | Date |
| City & Guilds online test |  |  |
| City & Guilds written test |  |  |
| Cross-knowledge test |  |  |
| Other (please state) |  |  |

Declaration

**Supplementary notes**

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

|  |  |
| --- | --- |
| Comment | Date |
|  |  |

Unit sign-off

**This section must be signed when the unit is complete.**

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

|  |  |
| --- | --- |
| Candidate signature | Date |
| Assessor signature | Date |
| IQA signature (if sampled) | Date |
| EQA signature (if sampled) | Date |

1. Further information

**Health and Safety and other legislation**

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees etc. alike:

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

**Environmental and sustainable working practices:**

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

**Diverse needs:**

* cultural
* religious
* age
* disability
* gender

**Professionalism and values**

You will be able to:

Demonstrate professionalism and a passion for the industry; have a commitment to quality, a positive attitude and team working; work under pressure; observe time management and self-management; show a willingness to learn; complete services in a commercially viable time and to a high standard; meet organisational and industry standards of appearance; and observe professional ethics.

You will know and understand:

Industry codes of practice and ethics; quality assurance systems; time management principles; self-management principles; commercially viable times for the completion of services; industry and organisational standards of appearance; the importance of continuing professional development, and equality and diversity.

**Professionalism**

This would include:

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

**Key Values**

This would include:

* meeting both organisational and industry standards of appearance
* a flexible working attitude
* a team worker
* maintaining customer care
* a professional attitude
* good verbal and non-verbal communication skills
* the maintenance of effective, hygienic and safe working methods
* adherence to workplace, suppliers or manufacturers’ instructions for the safe use of equipment, materials and product

**Behaviours and communication**

You will be able to:

Greet clients in a friendly manner; choose the most appropriate way of communicating with clients; be helpful and courteous at all times; adapt behaviour in response to each client; respond promptly to clients seeking assistance; establish client expectations and needs; explain clearly any reasons why the client’s needs or expectations cannot be met; and willingly undertake wider salon duties, including sales and reception duties where appropriate.

You will know and understand:

Industry standards of behaviour; how to meet and greet clients; verbal and non-verbal communication techniques; client care principles and practices; how to maintain rapport with clients; the role of the reception area; making appointments; taking payments; who to refer to with different types of enquiries; Sale of Goods and Services Act and the Data Protection Act; and how to provide advice and recommendations on the products and services provided in the salon.

**Communication**

This would include:

* providing a positive impression of yourself and your organisation
* customer care and the client journey, including reception
* basic communication skills
* how to communicate with the general public and colleagues

**The learner will be required to demonstrate at least 3 types of communication**

**Salon business systems and processes**

This would include:

* housekeeping
* front of house skills
* business basics
* selling and recommendation (retail)
* team worker
* flexible working
* adherence to workplace, suppliers or manufacturers’ instructions for the safe use of equipment, materials and product

**Behaviours**

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

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

1. Glossary

**AHA Skin Peel**

Alpha hydroxy acid peel – the main ingredients in AHA peels are made from naturally occurring acids found in fruits and other foods. Some of the popular ingredients include lactic acid from sour milk, citric acid from citrus fruit and glycolic acid from sugar cane. AHA peels remove dead cells on the surface of the skin thus smoothing and rejuvenating the skin.

**AHB Skin Peel**

Beta hydroxy acid peel – BHA peels have the ability to get deeper into the pores that AHA peels. BHA peels control sebum and acne, as well as remove dead skin cells. Salicylic acid is an example of a beta hydroxy acid. AHA and AHB acids are often combined in skin peel products to ensure maximum results.

**Alternating current (electrical epilation treatment)**

An oscillating alternating current is commonly known as Diathermy and destroys hair growth cells by heat.

**Ayurveda**

An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit.

**Barrel bit**

This is an electric file attachment which can be either carbide or diamond.

**Bikini Line - general waxing**

This involves removing hair that falls outside a high-leg brief, around and underneath the upper inner thigh.

**Blend (electrical epilation treatment)**

The application of direct current and high frequency to the hair follicle simultaneously.

**Body types**

The *ectomorph* is often below average weight for their height and will have a lean appearance. Ectomorphs tend to have a very high metabolism and often complain of relentless eating with little to no weight gain.

The *endomorphic* body type is the complete opposite of an ectomorph. This individual will usually be larger in appearance with heavier fat accumulation and little muscle definition. They find it hard to lose weight, even when they diet and exercise.

The *mesomorph* has a more muscular and lean physique. The mesomorph is between the ectomorph and the endomorph so displays qualities from both. They may have a larger frame than the endomorph, but a lower body fat percentage than the ectomorph. This is often the body type that everybody wants.

**Buffed**

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

**Camouflage**

To cover or disguise any imperfections.

**Chakras**

The ancient Sanskrit word chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

**Cleansing hands**

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

**Clinical aromatherapist**

A qualified practitioner that can select essential oils and blend with carrier oils to treat physical and psychological conditions.

**Colour fading**

A blend of two or more colours to create a gradient colour effect.

**Comedones**

Comedones are commonly known as 'blackheads'. They are often found on the face around the t-zone. Keratin combines with oil and bacteria to create a blockage in the hair follicle of the skin pore which has a 'blackhead'. Comedones can be extracted from the skin with a comedone extractor device.

**Confidential information**

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

**Congestion**

The state of being overloaded, clogged or blocked with blood or mucus.

**Contra-actions**

Refers to negative reactions from the treatment or products, such as excessive erythema or allergic reactions.

**Contra-indications**

Conditions or restrictions which indicate a particular treatment should not be carried out.

**Custom blend**

This refers to mixing a variation of products to suit individual clients' requirements.

**Design plan**

A plan that is used to show the design of the nail image and list products, equipment, accessories, and any additional media required.

**Embellishments**

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

**Exfoliation**

The removal of surface skin cells.

**Exothermic**

An exothermic reaction is a chemical reaction that releases energy by light or heat.

**Eyelash Extensions:**

*Full set*

This covers from the outer corner to the inner corner of the upper eyelid.

*Partial set*

This covers from the outer corner to the midpoint of the upper eyelid.

*Strip lashes*

These are a length of lashes pre-attached to a non-adhesive strip.

*Flare lashes*

These are a collection of individual lashes attached to a non-adhesive bulb.

*Single or individual lashes*

These are a single lash, which are attached to a single natural eyelash by the use of adhesives.

**Fabric**

Fabric used to imprint or embed into the nail art designs.

**Fitzpatrick classification scale**

Devised in 1975 at Harvard University, this is a skin classification on a scale of 1 to 6 based on photosensitivity reaction to ultra violet radiation.

**Five elements of stone therapy**

Generally thought to be earth, fire, wood, metal and water. It is thought that stone therapy provides balance in the body by encompassing all the five elements into the service.

**Freehand**

Freehand drawing using any nail art medium.

**French finish**

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

**Gel polish design**

Creating a nail art design with gel polish

**Gold needle**

A needle plated with gold.

**Gyratory massage**

Gyratory massage uses a revolving mechanical equipment to reproduce the effects of manual massage movements.

**Hyperpigmentation**

Excessive colouration in comparison to the surrounding skin due to excess melanin such as age spots, freckles, stretch marks, sun tan, melasma and chloasma.

**Hypopigmentation**

Loss of colouration in comparison to the surrounding skin area such as leucoderma, stretch marks, scarring and vitiligo.

**Imprinting**

A range of techniques that can emboss a design or imprint.

**In-fill**

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

**Legal requirements**

This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Of particular importance are the COSHH regulations, the Electricity at Work Regulations and the Cosmetic Products Regulations.

**Limits of own authority**

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

**Marma Points**

Vital energy points defined as an anatomical site where flesh, veins, arteries, tendons, bones and joints meet up. Acupressure massage is applied to these vital energy points. The ancient Sanskrit word marma means hidden or secret.

**Mask treatments**

Setting (these include clay, thermal, paraffin and geloids). Non-setting (these include gels and creams).

**Marbling**

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

**Media consultant**

This could include photographer, videographer, sound and lighting technician, IT specialists.

**Natural make-up**

A natural style make-up would be classed as a light application of make- up.

**Overlay**

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

**Oxidisation**

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

**Painting nail art techniques**

A range of nail art techniques, which could include the use of freehand, brushes, textured sponges and colour shapers, which are a range of tools to create different painting effects.

**Personal presentation**

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

**Placement**

Placing a stone in a specific position on or underneath the body.

**Pre-heat treatments**

These can include heat packs, sauna, steam, infra-red, baths, paraffin wax baths and power showers are some examples of pre-heat treatments.

**Primers**

Can be used as a make-up base to give longevity of the make-up.

**PSI**

This is an abbreviation of pounds per square inch relating to the air pressure coming from the compressor through the spray gun onto the skin. This will be adjusted according to the coverage required and the size of the area.

**Rebalance**

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

**Relevant person**

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

**Safeguarding**

This is the action we take to promote the welfare of children and vulnerable adults to protect them from harm.

**Semi-precious stones**

These can be incorporated within stone therapy placement to enhance the benefits of the treatment, such as for clearing and balancing chakras.

**Skin sensitivity tests**

A test to determine if the client is allergic to the product, such as tint, being applied.

**Skin warming devices**

These can include steamers, hot towels, hot towel cabinet.

**Special occasion**

This could include make-up for parties, proms, weddings.

**Specialised skin products**

These include eye creams, eye gels, neck creams, serums, acne products, lip balms.

**Stylist**

The person responsible for deciding the wardrobe requirements and possible overall look.

**Tapping**

This technique requires the therapist to hold a stone against the body whilst rhythmically tapping with another to create a vibrational effect.

**Tests**

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

**Test patch**

This is a test determine the degree of skin reaction and sensitivity. Test patches can be used to test the degree of heat sensitivity and pain response plus skin reaction. Test patch can incorporate a patch test, thermal test or tactile test.

**Thermal test patch**

A patch of wax applied to a small area of the client's skin in the treatment area, immediately prior to a waxing service. This is to check that the wax is a comfortable temperature for the client before continuing with the service.

**Transfers**

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

**Treatment plan**

The stages or plan you intend to follow in carrying out a particular treatment. The basic content of the treatment plan includes areas to be treated, type of treatment, product and/or equipment to be used, known contra-indications, contra-actions, treatment advice, client signature, and client feedback.

**Trigger point**

Deep continuous pressure with a stone on an isolated area to achieve relief of muscular tension.

**Tucking**

The positioning of a warm stone underneath an area of the body after it has been used for treatment such as the knees, legs and shoulders.

**Two-piece needle**

A needle constructed from two separate pieces of metal crimped together.

**Warm wax**

Includes, but not restricted to, crème, honey wax and sugar based products with or without additives such as tea tree and lavender, applied by spatula or by other mechanical means and removed by strips.

**Wrap fabrics**

A material encapsulated in resin to strengthen the nail such as fibre glass, silk, muslin, nylon and cotton.

**Wraps**

Wraps can be heat released material or self-adhesive.

Useful contacts

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| **UK learners** General qualification information | T: +44 (0)844 543 0033 **E: learnersupport@cityandguilds.com** |
| **International learners** General qualification information | T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 **E: intcg@cityandguilds.com** |
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| **City & Guilds** |
| **1 Giltspur Street** |
| **London EC1A 9DD** |
| **T +44 (0)844 543 0000** |
| **F +44 (0)20 7294 2413** |
| **www.cityandguilds.com** |