

## Provide manicure services

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### Overview

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.

To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

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

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## Performance criteria

You must be able to:

### **Maintain safe and effective methods of working when providing manicure services**

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client and yourself to meet legal and organisational requirements
3. position your client to meet the needs of the service
4. ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
5. ensure environmental conditions are suitable for the client and the service
6. keep your work area clean and tidy throughout the service
7. use working methods that minimise the risk of cross-infection
8. ensure the use of clean equipment and materials
9. promote environmental and sustainable working practices
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
11. dispose of waste materials to meet legal requirements
12. complete the service within a commercially viable time

### **Consult, plan and prepare for manicure services**

13. use **consultation techniques** to determine the client's service plan
14. ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
15. ensure that a parent or guardian is present throughout the service for minors under the age of 16
16. recognise any contra-indications and take **necessary action**
17. agree the service and outcomes that meet the client's needs
18. obtain signed, informed consent from the client prior to carrying out the service
19. cleanse the area to be treated and remove any existing nail finish
20. identify the condition of the nails and skin
21. recommend treatments and products for the client's skin type and nail condition

### **Carry out manicure services**

22. confirm the desired nail length and shape with the client
23. shape the nails to ensure a smooth free edge

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24. use tools and products to remove excess cuticle, without damaging the surrounding skin
25. create a smooth surface shine to the nail plate using buffing techniques
26. select and apply **hand and nail treatments** to suit your client's skin and nail condition
27. perform massage sequence to meet the needs of the client and the service plan
28. ensure the nail area is clean, dry and free of product
29. apply a base coat relevant to the client's needs
30. apply **nail finish** and top coat in the required sequence
31. ensure the cuticle and nail wall are free of product
32. ensure that the **nail finish** is to the client's satisfaction and meets the agreed service plan
33. give your client **advice and recommendations** on the service provided
34. ensure the client's records are completed and signed by you and the client

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## Knowledge and understanding

You need to know and understand:

### Maintain safe and effective methods of working when providing manicure services

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the legal and organisational requirements for client preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. safe positioning techniques for yourself and your client and why using these are important
5. the necessary environmental conditions for services, such as heating and ventilation and why these are important
6. why it is important to keep your work area clean and tidy
7. methods of cleaning, disinfection and sterilisation
8. methods of working safely and hygienically and which minimise the risk of cross-infection
9. the different types of working methods that promote **environmental and sustainable working practices**
10. the contra-actions that could occur, how to deal with them and what advice to give to clients
11. the hazards and risks which exist in your workplace and the safe working practices which you must follow
12. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
13. the legal requirements for waste disposal
14. the reasons for completing a service in a commercially viable time

### Consult, plan and prepare for manicure services

15. the importance of communicating with clients in a professional manner
16. how to complete a consultation taking into account client's **diverse needs**
17. the legal requirements for providing treatment to minors under 16 years of age
18. the age at which an individual is classed as a minor and how this differs nationally
19. the reasons for agreeing a service that meets the client's needs

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- 20. the legal significance of gaining signed, informed client consent to carry out the service
- 21. the legislative requirements for storing and protecting client data
- 22. the necessary action to take in relation to specific contra-indications when referring clients
- 23. how to recognise **contra-indications** that would prevent or restrict the service
- 24. the contra-indications requiring medical referral and why
- 25. the reasons for not naming specific contra-indications when referring clients
- 26. the different types of treatable skin and **nail conditions**
- 27. how to conduct a nail and skin analysis

**Carry out manicure services**

- 28. the different **natural nail shapes** you are likely to come across during manicure services
- 29. the techniques used within manicure and how to carry them out
- 30. the different types of manicure products, tools and equipment and how to use them
- 31. the effects on the nail and skin of the incorrect use of products and equipment
- 32. the features and benefits of hand and nail products, services and treatments
- 33. how to adapt the manicure service to suit individual client needs
- 34. the different types of massage techniques used in a manicure service
- 35. the effects of massage techniques on the nails, skin, muscles and underlying structures
- 36. why it is important to clean and dry the natural nail prior to applying a nail finish
- 37. the importance of recommending a nail finish suitable for the client
- 38. the methods of applying different nail finishes
- 39. the methods used to remove different nail finishes, including gel polish and nail art
- 40. the **anatomy** of the hand and lower arm
- 41. the **structure of the nail**
- 42. the process of **nail growth**
- 43. the function and **structure of the skin**
- 44. the contra-actions that could occur, how to deal with them and what advice to give to clients
- 45. the **advice and recommendations** on products and services

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**Scope/range related to performance criteria**

**Consultation techniques**

1. questioning
2. listening
3. visual
4. manual
5. written

**Necessary action**

1. encouraging the client to seek medical advice
2. explaining why the service cannot be carried out
3. modifying the service

**Hand and nail treatments**

1. paraffin wax
2. hand masks
3. thermal mitts
4. exfoliators

**Nail finish**

1. dark colour
2. French
3. buffed

**Advice and recommendations**

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. recommended time intervals between services
4. present and future products and services

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**Scope/range related to knowledge and understanding**

**Health and safety**

1. Health and Safety at Work Act
2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. The Health and Safety (First Aid) Regulations
4. The Regulatory Reform (Fire Safety) Order
5. The Manual Handling Operations Regulations
6. The Control of Substances Hazardous to Health Regulations (COSHH)
7. The Electricity at Work Regulations
8. The Environmental Protection Act
9. The Management of Health and Safety at Work Regulations
10. The Health and Safety (Information for Employees) Regulations

**Environmental and sustainable working practices**

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled, eco-friendly furniture
7. using low chemical paint
8. using environmentally friendly product packaging
9. choosing responsible domestic products (Fairtrade tea and coffee)
10. encouraging carbon reducing journeys to work

**Diverse needs**

1. cultural
2. religious
3. age
4. disability
5. gender

**Contra-indications** which prevent

1. fungal infections
2. viral infections

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3. parasitic infections
4. severe skin conditions

**Contra-indications** which restrict

1. bacterial infections
2. psoriasis
3. dermatitis
4. severe nail separation
5. broken bones

**Nail conditions**

1. bitten
2. discoloured
3. misshapen
4. split
5. ridged
6. dry
7. dehydrated
8. brittle
9. pitted

**Natural nail shapes**

1. fan
2. hook
3. spoon
4. oval
5. square

**Anatomy**

1. the bones of the hand and lower arm
2. the muscles of the hand and lower arm
3. the blood circulation to the hand and lower arm

**Structure of the nail**

1. nail plate



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2. nail bed
3. matrix
4. cuticle
5. lunula
6. hyponychium
7. eponychium
8. nail wall
9. free edge
10. lateral nail fold

**Nail growth**

1. nail formation
2. growth rate
3. factors affecting growth
4. the effects of damage on growth
5. nail thickness

**Structure of the skin**

1. dermis
2. epidermis
3. subcutaneous layer
4. appendages

**Advice and recommendations**

1. additional services
2. additional products

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## Values

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

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

## Behaviours

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

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

## Skills

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

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

## Glossary

### Buffed

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

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**Cleansing hands**

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

**French finish**

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

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