
Overview

This unit is about assisting with and carrying out basic nail services on the hands and feet. You will need to be able to prepare for nail services by setting up the work area and using consultation techniques. You will also need to be able to carry out basic nail services, including filing, buffing, application of a suitable nail finish and hand and foot lotion. The service will also involve checking the finished effect is to the satisfaction of a senior member of staff and the client. Advising the client on aftercare and leaving the work area in a suitable condition is also required.

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

The main outcomes of the unit are:

1. maintain safe and effective methods of working when assisting with nail services
2. consult, plan and prepare for nail services with clients
3. carry out nail services
4. provide aftercare advice

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Performance criteria

You must be able to:

P1 maintain safe and effective methods of working when assisting with nail services by:

- P1.1. setting up the work area in accordance with instructions
- P1.2. making sure that environmental conditions are suitable for the client and the service
- P1.3. ensuring your personal hygiene and appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- P1.4. wearing suitable personal protective equipment for the work that conforms to the industry Code of Practice for Nail Services
- P1.5. ensuring all tools and equipment are cleaned using the correct methods
- P1.6. effectively disinfecting your hands prior to nail service
- P1.7. maintaining accepted industry hygiene and safety practices throughout the service
- P1.8. positioning equipment and materials for ease and safety of use
- P1.9. ensuring your own posture and position minimises fatigue and the risk of injury whilst working
- P1.10. disposing of waste materials safely and correctly
- P1.11. ensuring that the service is cost effective and is carried out within a commercially viable time
- P1.12. leaving the work area in a condition suitable for further services
- P1.13. ensuring the client's records are up-to-date, accurate, easy to read and signed by the client and technician

P2 consult, plan and prepare for nail services with clients by:

- P2.1. using consultation techniques in a polite and friendly manner to determine the client's service needs within the limits of your responsibility
- P2.2. obtaining signed, written informed consent from the client prior to carrying out the service
- P2.3. ensuring that informed and signed parental or guardian consent is obtained for minors prior to any service
- P2.4. ensuring that a parent or guardian is present throughout the service for minors under the age of 16
- P2.5. asking your client appropriate questions to identify if they have any **contra-indications** to nail services
- P2.6. encouraging clients to ask questions to clarify any points
- P2.7. ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- P2.8. accurately recording your client's responses to questioning
- P2.9. preparing the client to meet the needs of the agreed service and

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- follow any given instructions from a senior member of staff
- P2.10. ensuring the client is in a comfortable and relaxed position
- P2.11. effectively disinfecting the client's hands or feet and removing any existing nail enamel to restore the nails to a natural condition
- P2.12. correctly performing a nail and skin analysis on the client and accurately recording the results
- P2.13. referring any conditions that may affect the service to a senior member of staff
- P2.14. preparing suitable products for the nail service based on the results of the nail and skin analysis
- P2.15. confirming the client's choice of **nail finish** before starting
- P2.16. ensuring that the preparation for the nail service meets with the agreement of the senior member of staff
- P3 carry out nail services by:**
 - P3.1. using suitable equipment and materials correctly and following manufacturers' and senior member of staff's instructions
 - P3.2. filing the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
 - P3.3. confirming the desired length and shape with the client during the service and making any necessary alterations
 - P3.4. buffing using the correct techniques to create a smooth, even surface to the nail plate, if required
 - P3.5. effectively moisturising the skin using a suitable product
 - P3.6. leaving the natural nail free from excess moisture prior to applying the required finish
 - P3.7. using a suitable **nail finish** to meet the agreed service plan, leaving the cuticle free from product and debris
 - P3.8. ensuring that the finished result is to the client's and a senior member of staff's satisfaction
- P4 provide aftercare advice by:**
 - P4.1. giving **advice** and recommendations accurately and constructively
 - P4.2. giving your clients suitable **advice** on basic nail care

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Knowledge and understanding

You need to know and understand:

Organisational and legal requirements

- K1 your responsibilities under relevant health and safety legislation and the industry Code of Practice for Nail Services
- K2 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
- K3 why minors should not be given treatments without informed and signed parental or guardian consent
- K4 why it is important when treating minors under 16 years of age to have a parent or guardian present
- K5 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational
- K6 how to complete the client records used in your organisation and the importance and reasons for keeping records of services
- K7 the importance of the correct storage of client records in relation to the Data Protection Act
- K8 the importance of following a senior member of staff's instructions and the consequences of not doing so
- K9 the condition in which the work area should be left and why this is important
- K10 your organisation's service times for completing nail services and the importance of completing services in a commercially viable time

You need to know and understand:

How to work safely and effectively when providing nail services

- K11 the different types of chemicals used for disinfecting and sterilising tools and equipment
- K12 how to sterilise or disinfect tools and equipment for nail services
- K13 the differences between sterilising and disinfecting
- K14 how to prepare and position yourself and the client for nail services
- K15 the importance of and reasons for disinfecting hands and how to do this effectively
- K16 how to effectively and safely set up the work area for nail services
- K17 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important
- K18 how to check equipment used for nail services is in good working order
- K19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection
- K20 the possible risks to yourself of ineffective positioning of clients
- K21 how to minimise and dispose of waste from services
- K22 the condition in which the work area should be left and why this is

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important

You need to know and understand:

Contra-indications and contra-actions

- K23 the types of conditions and disorders that may contra-indicate the service and why (eg fungal, viral, bacterial and parasitic infections to the skin and nails, severe dermatitis, eczema and psoriasis, unknown swelling or redness) and how to recognise them
- K24 the types of conditions and disorders that may restrict the service and why (eg cuts, abrasions, bruising) and how to recognise them
- K25 the contra-actions that could occur after nail services and what advice to give to clients

You need to know and understand:

Client consultation and service planning

- K26 how to communicate in a clear, polite, confident way and why this is important when working with clients from different cultural and religious backgrounds, age, disabilities and gender for this service
- K27 the questioning and listening skills you need in order to find out information
- K28 how to give effective advice and recommendations to clients
- K29 how to interpret negative and positive body language and why this is important
- K30 why it is important to encourage and allow time for clients to ask questions
- K31 how to use the consultation techniques in the range to establish clients' needs
- K32 the importance of questioning clients to establish any contra-indications to nail services
- K33 why it is important to record client responses to questioning
- K34 the legal significance of client questioning and of recording the client's responses
- K35 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice

You need to know and understand:

Anatomy and physiology

- K36 the structure of the nail unit (including matrix, nail plate, nail bed, cuticle, free edge)
- K37 the basic structure of the skin (including epidermis and dermis)

You need to know and understand:

Nail treatments

- K38 the materials and tools required for the service and how, when and why to use them
- K39 the different types of nail and skin products
- K40 the uses of different types of products for nails and skin
- K41 the effects on the nails of incorrect use of nail service tools
- K42 how to create different types of nail shapes in accordance with the

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client's

K43 the correct method(s) of applying a buffed finish, a clear nail polish, a light nail polish or a nail strengthener

K44 correct method of removing nail polish

You need to know and understand:

Aftercare advice for clients

K45 why it is important to provide a basic home care routine

K46 how to correctly use tools and products at home

K47 the recommended time intervals for nail services

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Additional Information

Scope/range related to performance criteria

1. **Consultation techniques** are:
 - 1.1. questioning
 - 1.2. visual
 - 1.3. manual

2. **Nail finish** includes:
 - 2.1. buffed
 - 2.2. clear polish
 - 2.3. nail strengthener
 - 2.4. light colour

3. **Advice** covers
 - 3.1. suitable aftercare products and their use
 - 3.2. avoidance of activities which may cause contra-actions
 - 3.3. recommended time intervals in-between nail services
 - 3.4. homecare routines

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