
Overview

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.

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 the 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

Provide gel polish services

Performance criteria

You must be able to:

Maintain safe and effective methods of working when providing gel polish 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 gel polish 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 the **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 **gel polish finish** for the client's skin type and nail condition
22. use cuticle tools and products to prepare the nail for gel polish application
23. give your client **advice and recommendations** on the service provided
24. ensure the client's records are completed and signed by you and the client

Provide gel polish services

Apply gel polish

- 25. confirm the desired nail length and shape with the client
- 26. prepare the nail to ensure maximum adhesion of **gel polish finish**
- 27. apply **gel polish finish** and leave a free margin around the cuticle and side wall area of the nail

Remove gel polish

- 28. remove gel polish and ensure the nail is free from product and undamaged

Provide gel polish services

Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when providing gel polish 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 protection and 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 may 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 gel polish services

15. why it is important to communicate 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. how to recognise **contra-indications** that would prevent or restrict the service
23. the contra-indications requiring medical referral and why
24. the necessary action to take in relation to specific contra-indications when referring clients
25. the reasons for not naming specific contra-indications when referring clients
26. the different types of treatable nail and skin conditions
27. how to conduct a nail and skin analysis
28. the different methods used to prepare the natural nail
29. the advice and recommendations on products and service

Apply, maintain and remove gel polish services

30. the different **natural nail shapes** you are likely to come across during gel polish services
31. the reasons for shaping the free edge prior to gel polish application
32. the different types of curing equipment, including UV or LED and the required setting times
33. the effects of over curing and under curing on the gel polish finish
34. the features and benefits of gel polish application and services
35. how to adapt the gel polish service to suit individual client needs
36. methods of applying different gel nail finishes
37. methods of removing gel polish
38. the effect on the nails and skin of the incorrect use of products and equipment
39. the implications of layering product and how it will affect the removal process
40. the difference between gel polish and polish and how they can be combined
41. the problems that can occur if the gel product is too thick or too thin
42. different types of gel polish and their chemical background
43. how to adapt the gel polish if combined with other nail services
44. the **anatomy of the hand and arm**
45. the **structure of the nail**
46. the process of **nail growth**
47. the function and **structure of the skin**

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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

Gel polish finish

1. dark colour
2. light colour
3. French
4. design

Advice and recommendations

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. 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 organic and allergy free products 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

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2. viral infections
3. bacterial infections
4. parasitic infections
5. severe skin conditions

Contra- indications which restrict

1. psoriasis
2. dermatitis
3. severe nail separation
4. broken bones
5. unknown redness or swelling
6. damaged nails
7. thinning nails

Natural nail shapes

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

Anatomy of the hand and arm

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

Structure of the nail

1. nail plate
2. nail bed
3. matrix
4. cuticle
5. lunula
6. hyponychium
7. eponychium
8. nail wall
9. free edge

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10. lateral nail fold

Nail growth

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

Structure of the skin

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

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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

French finish

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

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Gel polish design

Creating a nail art design with gel polish

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