

# VTCT Level 2 Award in Nail Art

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Accreditation start date:	<b>1 August 2010</b>
Credit value:	<b>11</b>
Guided learning hours (GLH):	<b>92</b>
Total Qualification Time (TQT):	<b>110</b>
Qualification number:	<b>500/8968/7</b>

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## Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV20483				
UV20453				
UV20472				
Optional units	Please insert optional units achieved			

# The qualification

## Introduction

The VTCT Level 2 Award in Nail Art is a qualification that has been specifically designed to develop your practical skills in; how to provide nail art.

To further enhance your practical skills you will have the opportunity to choose from the following practical units; how to provide airbrush design for nails or how to display retail stock to promote sales in a salon.

Underpinning this qualification you will develop a sound knowledge of health and safety practices in a salon environment, and how to promote client care and communications in beauty related sectors. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your skills in beauty therapy to a high level of occupational ability, to enable you to perform your own salon services.

## Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

## National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



## Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 2 NVQ Diploma in Nail Services

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Award in Salon Reception Duties
- Level 2 Award in Airbrush Nail Design
- Level 2 Award in Mendhi Skin Decoration
- Level 2 Award in Ear Piercing
- Level 2 Certificate in Nail Treatments
- Level 2 Certificate in Nail Technology
- Level 2 Diploma in Beauty Services
- Level 2 Diploma in Beauty Specialist Techniques
- Level 2 Diploma in Hair and Beauty Services

This qualification may lead directly into employment in the beauty therapy industry as a junior beauty therapist in a salon or self employment as a beauty therapist.

# Qualification structure

## Total credits required - 11 (minimum)

All mandatory units must be completed.

### Mandatory units - 8 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20453	A/601/4458	Client care and communication in beauty-related industries	2	20
UV20472	L/601/4450	Provide nail art	3	24

### Optional units - 3 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30407	L/601/3931	Airbrush designs for nails	4	22
UV20490	J/600/8761	Display stock to promote sales in a salon	3	24

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

## Internal assessment

*(any requirements will be shown in the unit)*

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

## External assessment

*(any requirements will be shown in the unit)*

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

## Assessment explained

VTCT qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

# Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20453	Client care and communication in beauty-related industries	0	✓	✓
UV20472	Provide nail art	1	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30407	Airbrush designs for nails	0	✓	✓
UV20490	Display stock to promote sales in a salon	0	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
<b>Credit value</b>	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
<b>Guided learning hours (GLH)</b>	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
<b>Total Qualification Time (TQT)</b>	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Maximum service times</b>	The maximum time in which a particular service or practical element must be completed.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
<b>Assessment criteria</b>	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
<b>Range</b>	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.



# UV20483

## Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

**2**

Credit value

**3**

GLH

**22**

Observation(s)

**3**

External paper(s)

**1**



# Follow health and safety practice in the salon

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

There are no range statements that apply to this unit.



# Observations

## Outcome 1

### Be able to maintain health, safety and security practices

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to follow emergency procedures

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

\* *May be assessed through oral questioning.*

Observation	1	<i>Optional</i>	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

## Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Outcome 1

### Be able to maintain health, safety and security practices

You can:	Portfolio reference / Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.





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## Outcome 2

### Be able to follow emergency procedures

You can:	Portfolio reference / Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of fire fighting equipment for different types of fire	
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to maintain health, safety and security practices

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Salon hazards:** Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

**Environmental** – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

**Equipment** – broken, worn, faulty, incorrect use.

**Chemicals** – leaking, damaged packaging.

**Security (cash)** – unattended reception/till, money in transit, cash left in till overnight.

**Security (people)** – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

**Hygiene** – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

**Salon policy for security:**

**Cash** – staff training, point of sale, regular banking, in transit.

**People** – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

**Belongings** – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

**Security breaches** – inform salon owner/head of school, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

**Use of tools and equipment:** Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

**Maintenance of tools and equipment:** Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove and label broken tools and equipment, store correctly.



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## Outcome 1: Be able to maintain health, safety and security practices (continued)

**Preparation of work area:** Work station/ bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/ small equipment, portable appliance tested, bed/seat/basin (select height).

### How to follow safe and hygienic working practices:

**Maintaining a safe salon** – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

**Personal protective equipment** – avoid latex, powdered gloves, apron, protective glasses.

**Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling** – moving stock safely, lifting, working heights, unpacking.

**Towels** – clean for every client, place dirty towels in covered bin.

**Reporting of injuries diseases and dangerous occurrences** – accident book, reporting diseases, log accidents.

**Control of substances hazardous to health** – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

**Disposal of waste** – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

### Behave professionally in a salon

**environment:** Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

**How to maintain personal presentation and hygiene:** Clothes/uniform (washed/ ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

**Risk:** The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce



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## Outcome 1: Be able to maintain health, safety and security practices (continued)

a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

### **Position yourself and the client appropriately:**

**Stylist/therapist/nail technician** – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

**Client** – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

### **The difference between health and safety legislation, regulations and code of conduct:**

**Legislation and regulations** – government lead, implemented, monitored.

**Code of practice and policies** – salon lead, implemented, monitored.

**Salon health and safety legislation and regulations:** Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

**Employer responsibility for safety of staff/employees/clients:** Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.



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## Outcome 2: Be able to follow emergency procedures

### Emergency procedures:

**Accidents** – call ambulance, internal emergency number, nominated first aider, records.

**First aid** – call nominated first aider, emergency internal number, ensure accurate records.

**First aid equipment** – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

**Fire evacuation** – nominated assembly point, fire wardens, regular simulation.

**Incidents** – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

**Position of fire fighting equipment** – induction process.

**How to use fire fighting equipment** – designated personnel, initial/ongoing training.

**Records and documentation** – initial/ongoing training, up-to-date, accurate.

**Safety drills** – induction process, initial/ongoing training person, regular simulation.

**Personnel responsible for safety** – nominated health and safety officer (internal/external).

**Fire fighting equipment:** Location, extinguishers (water, foam, powder, CO<sub>2</sub> gas), sand bucket, fire blanket, alarm.

### Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

# Notes

Use this area for notes and diagrams



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# UV20453

## Client care and communication in beauty-related industries

This unit is about client care and communication in beauty-related industries. You will develop your communication skills to deal with consultations, complaints, client comfort and all forms of client care. You will develop a client-centred approach to all your treatments.



Level

**2**

Credit value

**2**

GLH

**20**

Observation(s)

**3**

External paper(s)

**0**





# Client care and communication in beauty-related industries

## Learning outcomes

On completion of this unit you will:

1. Be able to communicate with clients
2. Be able to provide client care

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to communicate with clients

You can:

- a. Use effective communication techniques
- b. Use client consultation techniques to identify treatment objectives
- c. Provide the client with clear advice and recommendations

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## Outcome 2

### Be able to provide client care

You can:

- a. Maintain client confidentiality in accordance with legislation
- b. Gain feedback from clients on client care
- c. Respond to feedback in a constructive way
- d. Refer client complaints to the relevant person
- e. Assist in client complaints being resolved

\*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



# Range

\*You must practically demonstrate that you have:

<b>Provided client care to <b>all</b> clients</b>	<b>Portfolio reference</b>
New	
Regular	
<b>Identified client objectives using <b>all</b> consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
<b>Used <b>all</b> types of communication</b>	<b>Portfolio reference</b>
Verbal	
Non-verbal	
<b>Dealt with <b>all</b> types of client care</b>	<b>Portfolio reference</b>
Dealing with complaints	
Advice and recommendations	
Client comfort	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Be able to communicate with clients

You can:	Portfolio reference / Assessor initials*
d. Outline different forms of communication used to deal with clients	
e. Describe how to use consultation techniques to identify treatment objectives	
f. State the importance of using effective communication to identify client needs and expectations	
g. Describe the term 'personal space'	
h. State the importance of providing the client with clear advice and recommendations	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



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## Outcome 2

### Be able to provide client care

You can:	Portfolio reference / Assessor initials*
f. Describe client confidentiality in line with data protection legislation	
g. Explain the importance of communication techniques to support retail opportunities	
h. State the importance of client feedback and responding constructively	
i. Outline how to refer and assist in client complaints	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to communicate with clients

### Communication techniques:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening, visual checks, manual, questioning techniques, professional, client care.

**Consultation techniques:** Client expectations, client suitability, client needs, consultation form, record card, verbal/non-verbal communication methods, client desired outcome, client satisfaction.

**Client recommendations:** Treatment advice, aftercare and home care advice, future treatment needs, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales), insurance reasons, completion of consultation process, returning clients, new business.

**Professional ethical conduct:** Positive attitude, client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.



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## Outcome 2: Be able to provide client care

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortable, respect privacy and modesty.

### **Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Client confidentiality:** Data protection, storage and use of sensitive information, type of information client access to records, record cards, method of destroying sensitive data, authorised persons, time limit of storage of data.

**Personal space:** Space between client and therapist, positioning of client, suitable location for consultation, client's comfort, client's privacy, unobtrusive.

**Client care feedback:** Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback, professional manner, polite, courteous, personal development, improves client satisfaction, effects on business atmosphere, career development, effect on employees, team work.

**Client complaints:** Professional manner, polite, courteous, good client care, referral person senior therapist, senior receptionist or manager, resolve situation and assist, good communication techniques, good eye

contact, deal with situation calmly, methods of recording complaints.

**Retail opportunities:** Completion of consultation, linking of retail/sales, selling products and other services.

# UV20472

## Provide nail art

This unit is about creating nail art designs on your 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.

Level

**2**

Credit value

**3**

GLH

**24**

Observation(s)

**3**

External paper(s)

**1**



# Provide nail art

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for nail art treatments
2. Be able to provide nail art services

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## Maximum service times

The following maximum service times apply to this unit:

Nail art	30 minutes
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# Observations

## Outcome 1

### Be able to prepare for nail art treatments

You can:

- a. Prepare yourself, client and work area for nail art treatment
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out a nail and skin analysis
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs and nail conditions

*\* May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



## Outcome 2

### Be able to provide nail art services

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs and nail conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record the results of the treatment
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			





# Range

\*You must practically demonstrate that you have:

Used <b>all</b> consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a <b>minimum of 1</b> of the necessary actions	Portfolio reference
Encouraging clients to seek medical advice	
Explaining why the service cannot be carried out	
Modifying the service	
Applied <b>all</b> types of nail art techniques	Portfolio reference
Coloured polishes	
Transfers	
Glitters	
Foiling	
Flatstones	
Rhinestones	
Marbling	
Striping	
Dotting	
Freehand	
Given <b>all</b> types of advice	Portfolio reference
Suitable aftercare products and their use	
Avoidance of activities which may cause contra-actions	
Recommended time intervals between services	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

## Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Outcome 1

### Be able to prepare for nail art treatments

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. State the environmental conditions suitable for nail art	
h. Describe different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a nail and skin analysis	
j. Describe how to select products, tools and equipment to suit client treatment needs and nail conditions	
k. Identify the different nail conditions	
l. Describe the contra-indications which prevent or restrict nail art	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 2

### Be able to provide nail art services

You can:	Portfolio reference/ Assessor initials*
h. State how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. State the importance of positioning yourself and the client correctly throughout the treatment	
k. State the importance of using products, tools, equipment and techniques to suit client treatment needs and nail conditions	
l. Describe how treatments can be adapted to suit client treatment needs and nail conditions	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. State the importance of completing the treatment to the satisfaction of the client	
o. State the importance of completing treatment records	
p. State the aftercare advice that should be provided	
q. Describe diseases and disorders of the nail	
r. Describe the structure and functions of the nail	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Be able to prepare for nail art treatments

**Management of health and safety at work:** Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

**Manual handling** – moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

**Towels** – clean for every client, place dirty towels in covered bin.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

**Hazards:** Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

### Hygiene:

**General** – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

**Technician posture and deportment:** Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

**Environmental conditions:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for technician.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

### Communication:

**Verbal** – speaking manner and tone,



## Outcome 1: Be able to prepare for nail art treatments (continued)

professional, supportive, respectful, sensitive to client, open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, closed in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

**Professional ethical conduct:** Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, remove nail enamel, question, listen, client card reference (use a range of related terminology linked to nail art).

**Factors to be considered:** Skin colour, outfit colour, specific occasion, time allocation, pricing of treatments, length, strength and shape of nail plate, adverse nail and skin conditions, fashion trends, cultural factors.

**Nail and skin analysis:** Visual and manual examination of the condition of the hands, skin and nails, wipe over hand and nail with cotton wool and surgical spirit, identify areas of dryness, cuticles and general skin condition, condition of nails (spilt/brittle, ridged nails), identify contra-indications that may restrict or prevent treatment.

**Examples of contra-indications that may prevent treatment:**

**Examples of fungal infections** – onychomycosis, tinea pedis.

**Examples of bacterial infections** – paronychia, onychia.

**Example of a viral infection** – verruca vulgaris.

**Other examples** – severe eczema, psoriasis or dermatitis, open wounds/cuts/abrasions local to treatment area, nail plate separation, bruising (client to seek medical advice).

**Examples of contra-indications that may restrict treatment:** Minor eczema, psoriasis or dermatitis, severely bitten or damaged nails, dry overgrown cuticles, cuts and abrasions.





## Outcome 2: Be able to provide nail art services

**Examples of products for skin:** Sanitiser, hand cream, lotion, cuticle oil.

**Examples of nail art tools:** Product application brushes, dotting tools, brushes fine, shading, striping, fan.

**Examples of equipment for nail art:** Nail desk/station and chairs, ventilation system, desk lamp, towels, disposable paper roll, tissue, nail wipes.

### **Treatment techniques:**

**Coloured polishes** – applied in downward strokes, no polish to be in contact with the skin or cuticle, apply two coats and top coat, remove excess with orange stick if necessary.

**Rhinestones** – nail cleanser, dehydrator, base coat, adhesive, sealant top coat.

**Flatstones** – nail cleanser, dehydrator, base coat, adhesive, dampened orange wood stick, sealant top coat.

**Polish secures** – nail cleanser, dehydrator, base coat, adhesive, sealant top coat.

**Glitters** – nail cleanser, dehydrator, base coat, adhesive, dappen dish, sealant top coat.

**Foils** – nail cleanser, dehydrator, base coat, adhesive, sealant top coat.

**Transfers** – water release, self adhesive, cotton bud, nail cleanser, dehydrator, base coat, adhesive, sealant top coat.

**Aftercare advice:** Aftercare and recommendations provided at consultation stage, leaflet provided to client, home care products (oils, hand creams, non-acetone remover), home care advice (how to treat nails, maintenance appointments), retail products (oil, lotions, base and top coats, polish remover), application techniques

for all home care products discussed and demonstrated.

### **Examples of possible contra-actions:**

**Allergic reaction** – itchy, inflamed, soreness, swelling (remove all products, apply cold compress, medical referral if necessary, maintain records).

**Discolouration of natural nail** – not using base coat.

**Splitting of paint, paint scratching or streaking when applying top coat** – not enough top coat on (brush), bonder not applied.

**Colour wears off nails/uneven colour** – base coat not applied.

**Uneven application, stencil design not showing** – background too dark.

**Examples of nail diseases and disorders:** Overgrown cuticles, dry skin conditions, increased curvature (spoon nails), corrugations, black streaks, beau's lines or transverse ridges, hang nails, bruised nails, blue nails, egg shell nails, onycholysis, furrows, leukonychia, onychauxis (hypertrophy), onychatrophia (atrophy), onychorrhexis (split or brittle nails), onychocryptosis (ingrown nails), onychomycosis (tinea unguium or ringworm of the nails), onychoptosis, paronychia (felon or whitlow), onycholysis, pterygium.

**Structure of the nail:** Nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, lateral fold, process of nail growth (formation, rate), factors affecting growth, nail thickness, effects of damage, functions (protection of toes).

# Notes

Use this area for notes and diagrams



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