

NAIL SERVICES TECHNICIAN

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V2	Hair and Beauty Apprenticeship Group (Steering group)	Changes made to reflect Guidance provided by BIS/SFA	Draft	25/03/15
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V9	Steering group review	Changes made to the assessment as a result of the EPA being separate to the qualifications	Draft	13/12/17
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Approval

Approved by	Date
Steering group	20/12/17

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A. Introduction

This document has been developed by employers in order to ensure that apprentices completing the Nail Services Technician Apprenticeship Standard meet the business needs in terms of the Knowledge, Skills and Behaviours (KSBs) required for them to be signed off as fully competent. This document provides the full details of the content of the Level 2 Diploma for Beauty Professional - Nail Services Technician qualification.

This is a clear statement of intent from industry to work collaboratively to utilise and develop existing robust procedures, good practice and processes for our industry, which are trusted in place within Apprenticeship Standards. It will also deliver best practice and ground-breaking new approaches and gateways which collectively make the Standard world class.

This will not only drive up the quality of the Apprentices but also hold to account providers in ensuring the rigour, robustness, breadth and depth required by industry professionals.

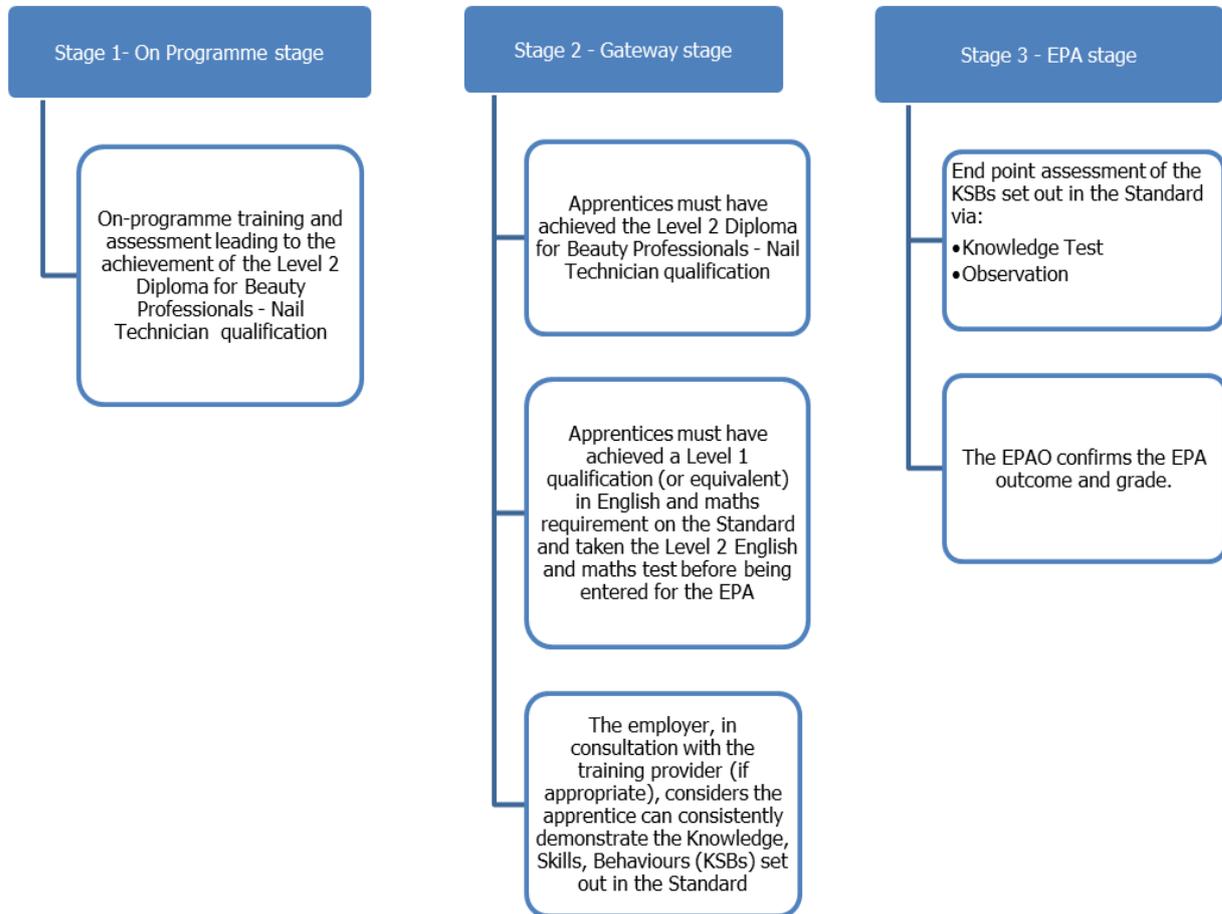
This document outlines the content and formative assessment of knowledge, understanding, performance and competence for the Nail Services Technician Apprenticeship Standard.

This document provides details of the on-programme stage of the Nail Services Technician Apprenticeship Standard. The achievement of the Level 2 Diploma for Beauty Professional - Nail Services Technician qualification. The delivery and assessment of the on-programme part of this qualification must follow the Awarding Organisations' requirements for assessment, as detailed within this document.

This document must be read in conjunction with the Nail Services Technician Professional Apprenticeship Standard and Assessment Plan.

Overview

There are three stages required to complete the Nail Services Technician Apprenticeship Standard, as detailed below



The Nail Services Technician Apprenticeship Standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering professional beauty training within the sector. These have been chosen from extensive consultation with Awarding Organisations and education and training providers to ensure deliverability.

A1 The Beauty Sector “Trailblazer” standards

The apprentice, in liaison with their employer and training provider, will select the appropriate standard to take within the Beauty Sector suite:

Apprenticeships in the Beauty Sector are available in:

- **Beauty Professional - Beauty and Make-up Consultant**
- **Beauty Professional - Beauty Therapist Professional**

Occupational profile

A Nail Services Technician offers a range of services for customers'/clients' nails. They complete all duties and treatments within the scope of the occupation. A Nail Services Technician works independently or as part of a team, supported by a salon/nail bar manager. They demonstrate a willingness to learn, have an enquiring and curious mind and are enthusiastic to learn about their chosen career. In addition they exhibit a good work ethic applied to learning, drive and commitment to learn and maintain continual professional development. They complete nail services on a one-to-one basis with individual customers/clients within commercial timings. The occupation is fast-paced and customer-focused, providing a range of bespoke nail services, advice and product recommendations whilst meeting legal, industry and organisational requirements and codes of practice. The work environment can be varied in size, style and ambiance, from a cruise ship, through to small nail bars or stations, retail environments or luxury high end beauty salons or spas.

A Nail Services Technician:

- maintains and manages a nail bar or station in accordance with legal requirements and manufacturer's instructions
- assesses customers'/clients' requirements, choosing the most appropriate services and products
- makes and advises on bookings
- implements and practices safe ways of working for themselves and others in accordance with legal, industry and organisational requirements
- advises, demonstrates, recommends and sells a range of products and tools used in nail services
- uses a range of techniques, products, tools and equipment to provide:
 - manicure services
 - pedicure services
 - advice to customers/clients on nail products and services
 - gel polish services for nails
 - basic nail art services
 - nail enhancement services
- completes services to a high standard, maintaining customer confidentiality and rights
- portrays professionalism that meets legal, industry and organisational requirements and codes of practice for nail services

The structure of the Nail Services Technician Apprenticeship Standard qualification units are detailed below:

Nail Services Technician Professional (6 units)

Unit NT1 - Provide manicure services

Unit NT2 - Provide pedicure services

Unit NT3 - Provide advice to customers/clients on nail products and services

Unit NT4 - Provide gel polish services for nails

Unit NT5 - Provide basic nail art services

Unit NT6 - Provide nail enhancement services

The content of the qualification mapped to the National Occupational Standards for Nail Services

	Apprenticeship Standard unit	NOS standard (2015)
	Professionalism and values	Values and Skills identified within the NOS
	Safe working practices	Embedded in each NOS
	Core behaviours	Behaviours identified within the NOS
Unit NT1	Provide manicure services	SKANS2 - Provide manicure services
Unit NT2	Provide pedicure services	SKANS3 - Provide pedicure services
Unit NT3	Provide advice to customers/clients on nail products and services	Embedded in all NOS
Unit NT4	Provide gel polish services for nails	SKANS6 - Provide gel polish services
Unit NT5	Provide basic nail art services	SKANS11 - Design and create nail art
Unit NT6	Provide nail enhancement services	SKANS5 Apply and maintain nail enhancements to create a natural finish

Mandatory Core Knowledge

A2 Professionalism and values

The apprentice will be able to:

Carry out and maintain nail service industry requirements for professionalism and demonstrate a passion for the industry: show creativity; meet organisational and industry standards of appearance; work under pressure, observe time and self-management; demonstrate an appreciation of equality and diversity; complete services in a commercially viable time and to a high standard; provide advice and recommendations on the nail services aftercare and appointments; describe the range of products and services in the nail services industry; facilitate a positive customer journey and experience whilst maintaining confidentiality and consumer rights; demonstrate excellent verbal and non-verbal communication skills; deal with problems within the scope and responsibilities of the occupation swiftly, seeking assistance from a senior member of staff when required.

The apprentice will know and understand:

Nail services industry, legal and organisational requirements: guidelines, procedures, codes of practice and ethics, quality assurance systems; time and self-management principles; commercially viable times for the completion of services; standards of appearance; continuing professional development; equality and diversity; the importance of aftercare advice and recommendations; Sale of Goods and Services Act, Consumer Rights Act and the Data Protection Act GDPR; the types of products and services in the nail services and related industries; the role of the reception area; verbal and non-verbal communication skills; how to deal with problems within the scope and responsibilities of the occupation, when and how to seek assistance from a senior member of staff.

Professionalism

This would also include skills, knowledge and understanding of the following:

- professional ethics
- Employee 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
- maintenance of customer care

Organisational and industry standards

This would also include skills, knowledge and understanding of the following:

- meeting both organisational and industry standards of appearance
- having a flexible working attitude
- being a team worker
- maintaining customer care
- having a professional attitude
- having good verbal and non-verbal communication skills
- the maintenance of effective, hygienic and safe working methods

- having skills, knowledge and understanding of the following - housekeeping, business basics, and selling and recommendations (retail)

Communication skills

This would also include skills, knowledge and understanding of the following:

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

The role of the reception area

- maintain the reception area
- attend to clients and enquiries
- make appointments for salon services
- handle payments from clients

A3 Safe working practices

The apprentice will be able to:

Meet industry, legal and organisational requirements: maintain effective, hygienic and safe working methods; meet health and safety considerations; adhere to workplace, supplier's or manufacturer's instructions for the safe use of equipment, materials and products; maintain the customer's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; correctly use Personal Protective Equipment.

The apprentice will know and understand:

Nail service industry, legal and organisational requirements: tools, equipment, materials and products; workplace housekeeping: cleaning, disinfection, sterilisation and waste disposal; supplier or manufacturer's instructions; direct and indirect cross-infection; methods that promote environmental and sustainable working practices; how to reduce the risk of injury to self and others: posture, personal hygiene, personal and customer protection; health and safety legislation and practice.

Hygienic and safe working methods

This would also include skills, knowledge and understanding of the following:

- maintain responsibilities for health and safety throughout the service
- prepare the client and themselves to meet legal and organisational requirements
- protect the client's clothing, hair and accessories throughout the service
- maintain the client's modesty and privacy at all times
- position the client to meet the needs of the service
- ensure own posture and working methods minimise fatigue and the risk of injury to themselves and others
- ensure the use of clean equipment and materials
- promote environmental and sustainable working practices
- complete the service within a commercially viable time
- responsibilities for **health and safety** as defined by any specific legislation covering their job role
- the legal and organisational requirements for client protection and preparation
- the legal and organisational requirements for their own personal hygiene, protection and appearance
- the reasons for maintaining the client's modesty and privacy at all times
- safe positioning techniques for themselves and the client to prevent discomfort
- the necessary environmental conditions for services such, as heating, lighting and ventilation, and why these are important
- why it is important to keep their work area clean and tidy
- methods of cleaning, disinfection and sterilisation
- methods of working safely and hygienically to avoid the risk of cross-infection
- how to recognise relevant contra-indications and contra-actions, and take the necessary actions
- the different types of working methods that promote **environmental and sustainable working practices**
- the hazards and risks which exist in the workplace and the safe working practices which must be followed
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which must be followed

- the legal requirements for waste disposal (clinical waste)
- the correct methods for safe handling, removing and disposing of waste and rubbish
- the correct handling, storing and disposing of substances hazardous to health
- the legal requirements of safety labelling
- the reasons for completing the service in a commercially viable time

Health and safety legislation

Be familiar with the content, with regard to employer and employee responsibilities and requirements under other, current relevant legislation, to include:

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Electricity at Work Regulations
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act (GDPR)
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act
- Trade Descriptions Act
- Consumer Protection legislation

Environmental and sustainable working practices

This would also include skills, knowledge and understanding of the following:

- 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 environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

A4 Core behaviours

The following behaviours underpin the delivery of services in the nail services sector.

These behaviours ensure that customers/clients receive a positive impression of both the organisation and the individual:

1. Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
2. Flexible and positive attitude: adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change.
3. Maintain customer care principles and practices: show customers/clients respect at all times and in all circumstances, demonstrate customer empathy, sensitivity and awareness.

This would also include skills, knowledge and understanding of the following:

- meeting the salon's standards of behaviour
- greeting the client respectfully and in a friendly manner
- communicating with the client politely and courteously
- identifying and confirming the client's expectations
- responding promptly and positively to the client's 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 their 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

Nail Services Technician Professional

Unit NT1 - Provide manicure services

The apprentice will be able to:

Assess clients' requirements and provide manicure services using nail products and equipment

Maintain safe and effective methods of working when providing manicure services

Cross reference to pages 8-11

Consult, plan and prepare for manicure services

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

Carry out manicure services

- confirm the desired nail length and shape with the client
- shape the nails to ensure a smooth free edge
- use tools and products to remove excess cuticle, without damaging the surrounding skin
- create a smooth surface shine to the nail plate using buffing techniques
- select and apply **hand and nail treatments** to suit the client's skin and nail condition
- perform massage sequence to meet the needs of the client and the service plan
- ensure the nail area is clean, dry and free of product
- apply a base coat relevant to the client's needs
- apply **nail finish** and top coat in the required sequence
- ensure the cuticle and nail wall are free of product
- ensure that the **nail finish** is to the client's satisfaction and meets the agreed service plan
- give the client **advice and recommendations** on the service provided
- ensure the client's records are completed and signed by themselves and the client

The apprentice will know and understand:

Methods of assessing client requirements, techniques, products, tools and equipment used within a manicure and the anatomy and physiology of the lower arm, hand and nail

Maintain safe and effective methods of working when providing manicure services

Cross reference to pages 8-11

Consult, plan and prepare for manicure services

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account the client's **diverse needs**
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a service that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the service
- the necessary action to take in relation to specific contra-indications when referring clients
- how to recognise **contra-indications** that would prevent or restrict the service
- the contra-indications requiring medical referral and why
- the reasons for not naming specific contra-indications when referring clients
- the different types of treatable skin and **nail conditions**
- how to conduct a nail and skin analysis

Carry out manicure services

- the different **natural nail shapes** that are likely to be encountered during manicure services
- the techniques used within manicure and how to carry them out
- the different types of manicure products, tools and equipment and how to use them
- the effects on the nail and skin of the incorrect use of products and equipment
- the features and benefits of hand and nail products, services and treatments
- how to adapt the manicure service to suit individual client needs
- the different types of massage techniques used in a manicure service
- the effects of massage techniques on the nails, skin, muscles and underlying structures
- why it is important to clean and dry the natural nail prior to applying a nail finish
- the importance of recommending a nail finish suitable for the client
- the methods of applying different nail finishes
- the methods used to remove different nail finishes
- the **anatomy** of the hand and lower arm
- the **structure of the nail**
- the process of **nail growth**
- the functions and **structure of the skin**
- the contra-actions that could occur, how to deal with them and what advice to give to clients
- the **advice and recommendations** on products and services

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Hand and nail treatments

- paraffin wax
- hand masks
- thermal mitts
- exfoliators

Nail finish

- dark colour
- French
- buffed

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

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- fungal infections
- viral infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones

Nail conditions

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

Natural nail shapes

- fan
- hook
- spoon
- oval
- square

Anatomy

- 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

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

Nail growth

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

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Advice and recommendations

- additional services
- additional products

Nail Services Technician

Unit NT1 - Provide manicure services

Standardised Assessment

1. The assessment must be performed on clients in a Realistic Working Environment.
Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Providing manicure services'.

This must include **both** of the following finishes:

- dark polish
 - French polish
3. The Assessor will observe the apprentice's performance on **at least 2 occasions**
 4. From the range, the apprentice must show that they have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - provided **all** advice and recommendations.
 5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Nail Services Technician

Unit NT2 Provide pedicure services

The apprentice will be able to:

Assess clients' requirements and provide pedicure services using nail products and equipment

Maintain safe and effective methods of working when providing pedicure services

Cross reference to pages 8-11

Consult, plan and prepare for pedicure services

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

Carry out pedicure services

- clean and dry the client's feet
- confirm the desired nail length and shape with the client
- shape the nails to ensure a smooth free edge
- use tools and products to remove excess cuticle, without damaging the surrounding skin
- remove excess hard skin, without causing discomfort to the client
- select and apply **foot and nail treatments** to suit the client's skin type and nail condition
- apply massage sequence to meet the needs of the client and the service plan
- ensure the nail area is clean, dry and free of product
- apply a base coat relevant to the client's needs
- apply **nail finish** and top coat, in the required sequence
- ensure the cuticle and nail wall are free of product
- ensure that the **nail finish** is to the client's satisfaction and meets the agreed service plan
- give the client **advice and recommendations** on the service provided
- ensure the client's records are completed and signed by themselves and the client

The apprentice will know and understand:

Methods of assessing client requirements, techniques, products, tools and equipment used within a pedicure and the anatomy and physiology of the foot and nail

Maintain safe and effective methods of working when providing pedicure services

Cross reference to pages 8-11

Consult, plan and prepare for pedicure services

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account the client's **diverse needs**
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a service that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the service
- the necessary action to take in relation to specific contra-indications when referring clients
- how to recognise **contra-indications** that would prevent or restrict the service
- the contra-indications requiring medical referral and why
- the reasons for not naming specific contra-indications when referring clients
- the different types of treatable skin and **nail conditions**
- how to conduct a nail and skin analysis

Carry out pedicure services

- the different **natural nail shapes** that are likely to be encountered during pedicure services
- the techniques used within pedicure and how to carry them out
- the different types of pedicure products, tools and equipment and how to use them
- the effect on the nails and skin of the incorrect use of products and equipment
- the features and benefits of different foot and nail products, services and treatments
- how to adapt a pedicure service to suit individual client needs
- the different types of massage techniques used in a pedicure service
- the effects of massage techniques on the nails, skin, muscles and underlying structures
- why it is important to clean and dry the natural nail prior to applying a nail finish
- the reasons for recommending a nail finish to suit the client's needs
- the methods of applying different nail finishes
- the methods used to remove different nail finishes
- the **anatomy** of the foot and lower leg
- the **structure of the nail**
- the process of **nail growth**
- the functions and **structure of the skin**
- the contra-actions that could occur, how to deal with them and what advice to give to clients
- the **advice and recommendations** on products and services

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Foot and nail treatments

- paraffin wax
- foot masks
- thermal boots
- exfoliators

Nail finish

- dark colour
- French

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

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- fungal infections
- viral infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- bacterial infections
- psoriasis
- dermatitis
- severe nail separation
- broken bones
- ingrown toe nails
- bunions
- hammer toes

Nail conditions

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

Anatomy

- 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

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

Nail growth

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

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Advice and recommendations

- additional services
- additional products

Nail Services Technician

Unit NT2 - Provide pedicure services

Standardised Assessment

1. The assessment must be performed on clients in a Realistic Working Environment. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide pedicure services'.
3. The Assessor will observe the apprentice's performance on **at least 2 occasions**

This must include **both** of the following finishes:

- dark polish
 - French polish
4. From the range, the apprentice must show that they have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - provided **all** advice and recommendations.
 5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Nail Services Technician

Unit NT3 Provide advice to customers/ clients on nail products and services

The apprentice will be able to:

Advise, demonstrate and recommend methods and products for enhancing the appearance of the nails and hands with customers; make and advise on bookings

Maintain safe and effective methods of working when providing advice to customers on nail products and services

Cross reference to pages 8-11

Evaluate and advise on nail products

- acknowledge the customer via verbal and non-verbal means
- use **evaluation techniques** to determine the customer's requirements
- establish the customer's choice and selection of **nail and skin care products**
- open dialogue with the customer to establish opportunities for selling additional or associated **nail and skin care products**
- offer to demonstrate the **nail and skin care products** and secure the customer's permission to carry out the demonstration
- ask the customer if they suffer from any allergies to cosmetic ingredients
- identify the condition of the customer's nails and skin
- recommend **nail and skin care products** for the customer's skin and nail condition
- agree the **nail and skin care products** that meet the customer's needs
- follow hand hygiene procedures, prior to touching the customer's skin
- ensure the nail area is clean, dry and free of previously applied products
- provide accurate guidance on the **nail and skin care products** to influence the customer's purchasing decisions
- make recommendations, targeting their **product knowledge** against the customer's hand and nail condition
- confirm with the customer that they are confident in their selection and purchase of **nail and skin care products**
- close the sale of **nail and skin care products**

Evaluate and advise on nail services

- acknowledge the customer via verbal and non-verbal means
- use **evaluation techniques** to determine the customer's requirements
- establish the customer's choice and selection of **nail service**
- open dialogue with the customer to establish opportunities for advising on and booking in a **nail service**
- ask the customer if they suffer from any allergies to products or cosmetic ingredients
- identify the condition of the customer's nails and skin
- recommend a **nail service** for the customer's skin and nail condition
- agree the **nail service** that meets the customer's needs
- provide accurate guidance on the **nail service** to influence the customer's **booking** decisions
- make the **booking**
- confirm with the customer that they are confident in the **booking** they have made

The apprentice will know and understand:

The range of nail services, the advantages and disadvantages of nail enhancement systems and maintenance. Retail products, tools and equipment for the nails and skin. Specialist nail products and services, booking systems

Maintain safe and effective methods of working when providing advice to customers on nail products and services

Cross reference to pages 8-11

Evaluate and advise on nail products

- the importance of communicating with customers in a professional manner
- the importance of non-verbal and verbal communication techniques
- how to use different evaluation techniques to establish customers' needs
- the importance of establishing the customer's time pressures and expectations when offering to demonstrate any additional products
- how to recognise conditions that would prevent or restrict the use of a product
- the different types of treatable skin and nail conditions
- how to conduct a nail and skin analysis
- the importance of gaining the customer's permission to carry out demonstrations
- how to demonstrate the correct and safe use of retail products, tools and equipment for the nails and skin
- how to match additional or associated products to customers' needs and increase the amount they spend
- the importance of **product knowledge** when providing the best possible advice and information to customers
- why it is important to allow customers to feel, smell and experience the products being used
- the importance of providing the customer with all necessary information and literature that accompanies their purchase
- the **laws governing the application and sale of cosmetics**
- steps to take to close the sale of nail and skin care products

Evaluate and advise on nail services

- how to match additional or associated nail services to customers' needs and increase the amount they spend
- the importance of the knowledge of nail services when providing the best possible advice and information to customers
- the **advantages and disadvantages** of nail enhancement systems and maintenance
- the importance of providing accurate guidance on nail services to influence the customer's decision to book a nail service
- the **factors** to consider when scheduling in the booking
- the importance of confirming and making bookings correctly
- the types of information required to make a booking
- the consequences of breaking confidentiality

Range - Practical

Evaluation techniques

- questioning - open and closed questions
- listening
- visual
- manual

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

Product knowledge

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

Nail service

- manicure
- pedicure
- nail art
- nail enhancements
- nail and skin care treatments

Booking

- meets customers' expectations
- meets customers' needs
- makes the best use of technician's productive time
- accurately recorded in the business' appointment system

Range - Theory

Product knowledge

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

Laws governing the application and sale of cosmetics

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

Advantages and disadvantages

- natural overlays
- tip and overlays
- subsequent maintenance

Factors

- meets customers' expectations
- meets customers' needs
- makes the best use of technician's productive time
- accurately recorded in the business' appointment system

Nail Services Technician

Unit NT3 - Provide advice to customers on nail products and services

Standardised Assessment

1. The assessment must be performed on customers in a Realistic Working Environment. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide advice to customers on nail products and services'.
3. The Assessor will observe the apprentice's performance of providing advice to customers on **at least 2 occasions**.
4. From the range, the apprentice must show that they have provided advice and guidance on:
 - a **minimum of 4** nail and skin care products
 - used all evaluation techniques
 - booked in a **minimum of 2** nail services
4. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Nail Services Technician

Unit NT4 - Provide gel polish services for nails

The apprentice will be able to:

Consult, plan, prepare and provide gel polish services on clients. Maintain and remove gel polish services on clients

Maintain safe and effective methods of working when providing gel polish services for nails

Cross reference to pages 8-11

Consult, plan and prepare for gel polish services for nails

- use **consultation techniques** to determine the client's service plan
- ensure that informed and signed parental or guardian consent is obtained for minors prior to any service
- ensure that a parent or guardian is present throughout the service for minors under the age of 16
- recognise any contra-indications and take the **necessary action**
- agree the service and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out the service
- cleanse the area to be treated and remove any existing nail finish
- identify the condition of the nails and skin
- recommend treatments and **gel polish finish** for the client's skin type and nail condition
- use cuticle tools and products to prepare the nail for gel polish application
- give the client **advice and recommendations** on the service provided
- ensure the client's records are completed and signed by themselves and the client

Apply gel polish services for nails

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

Remove gel polish

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

The apprentice will know and understand:

The techniques, tools and equipment used to apply, maintain and remove gel polishes

Maintain safe and effective methods of working when providing gel polish services for nails

Cross reference to pages 8-11

Consult, plan and prepare for gel polish services for nails

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

Provide gel polish services for nails

- the legal significance of gaining signed, informed client consent to carry out the service
- how to recognise **contra-indications** that would prevent or restrict the service
- the contra-indications requiring medical referral and why
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- the different types of treatable nail and skin conditions
- how to conduct a nail and skin analysis
- the different methods used to prepare the natural nail
- the advice and recommendations on products and service

Apply, maintain and remove gel polish services

- the different **natural nail shapes** that are likely to be encountered during gel polish services
- the reasons for shaping the free edge prior to gel polish application
- the different types of curing equipment, including UV or LED and the required setting times
- the effects of over curing and under curing on the gel polish finish
- the features and benefits of gel polish application and services
- how to adapt the gel polish service to suit individual client needs
- methods of applying different gel nail finishes
- methods of removing gel polish
- the effect on the nails and skin of the incorrect use of products and equipment
- the implications of layering product and how it will affect the removal process
- the difference between gel polish and polish and how they can be combined
- the problems that can occur if the gel product is too thick or too thin
- different types of gel polish and their chemical background
- how to adapt the gel polish if combined with other nail services
- the **anatomy of the hand and arm**
- the **structure of the nail**
- the process of **nail growth**
- the functions and **structure of the skin**

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Gel polish finish

- dark colour
- light colour
- French
- design

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

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- fungal infections
- viral infections
- bacterial infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- psoriasis
- dermatitis
- severe nail separation
- broken bones
- unknown redness or swelling
- damaged nails
- thinning nails

Natural nail shapes

- fan
- hook
- spoon

- oval
- square

Anatomy of the hand and arm

- 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

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

Nail growth

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

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Nail Services Technician

Unit NT4 - Provide gel polish services for nails

Standardised Assessment

1. The assessment must be performed on clients in a Realistic Working Environment. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide gel polish services for nails'.
3. The Assessor will observe the apprentice's performance on **at least 2 occasions**

This must include **both** of the following finishes:

- dark colour
 - design
4. From the range, the apprentice must show that they have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - provided **all** advice and recommendations.
 5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Nail Services Technician

Unit NT5 - Provide basic nail art services

The apprentice will be able to:

Consult, plan, prepare and provide nail art services on clients

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

Cross reference to pages 8-11

Consult, plan and prepare for nail art services

- use **consultation techniques** to determine the client's service plan
- ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- ensure that a parent or guardian is present throughout the service for minors under the age of 16
- recognise any contra-indications and take the **necessary action**
- agree the service and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out the service
- identify the condition of the nails and skin
- select and agree with the client nail art **design** and **techniques** to suit their nail shape and condition

Apply nail art design

- use tools and **products** to prepare the nail for nail art design
- select nail art **products** and tools required for the agreed nail art **design** and **techniques**
- apply a nail art base according to the **design** requirements
- apply nail art **techniques** and **products** in the required sequence to achieve the nail art **design**
- seal the nail art **design**, leaving the cuticle and nail wall free from product
- ensure that the **finished design** is to the client's satisfaction and meets the agreed design plan
- give the client **advice and recommendations** on the service provided
- ensure the client's records are completed and signed by themselves and the client

The apprentice will know and understand:

The techniques, tools and equipment used within nail art.

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

Cross reference to pages 8-11

Consult, plan and prepare for nail art services

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account the client's **diverse needs**
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a service that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the service
- how to recognise **contra-indications** that would prevent or restrict the service and why
- the contra-indications requiring medical referral and why
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- how to identify treatable nail and skin conditions
- how to conduct a nail and skin analysis

Apply nail art design

- the different methods used to prepare the nails for nail art application
- the different types of techniques used within nail art services and how to carry them out
- the range and use of nail art products and tools
- how to select and combine colours to complement the design
- how the client's **nail shape** and condition of the client's nails can limit the design choice
- the reasons for sealing the final nail art design
- the **structure of the nail**
- the process of **nail growth**
- the structure and functions of the skin
- possible **contra-actions** that could occur, how to deal with them and what advice to give to clients
- the **advice and recommendations** on products and service

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Techniques

- custom blending
- colour fading
- marbling
- painting
- imprinting

Products

- fabrics
- glitters
- jewels
- decals
- embellishments
- coloured powders
- coloured UV gels

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

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- fungal infections
- viral infections
- parasitic infections
- severe skin conditions
- severely bitten nails

Contra-indications which restrict

- bacterial infections

- psoriasis
- dermatitis
- severe nail separation
- broken bones
- unknown redness or swelling
- damaged nails

Nail shape

- fan
- hook
- spoon
- oval
- square

Structure of the nail

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

Nail growth

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

Contra-actions

- allergic reactions
- premature loss of nail art design
- damage to the nail art design

Advice and recommendations

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

Nail Services Technician

Unit NT5 - Provide basic nail art services

Standardised Assessment

1. The assessment must be performed on clients in a Realistic Working Environment. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Providing basic nail art services'.
3. The Assessor will observe the apprentice's performance on **at least 2 occasion**
4. From the range, the apprentice must show that they have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - used **3 out of 5** techniques
 - used **4 out of 7** products
 - provided **all** advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

Nail Services Technician

Unit NT6 - Provide nail enhancement services

The apprentice will be able to:

Consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, and maintenance and removal of nail enhancements on clients

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

Cross reference to pages 8-11

Consult, plan and prepare for nail enhancement services

- use **consultation techniques** to determine the client's service plan
- ensure that informed and signed parent or guardian consent is obtained for minors prior to any service
- ensure that a parent or guardian is present throughout the service for minors under the age of 16
- recognise any contra-indications and take the **necessary action**
- agree the **nail enhancements** and outcomes that meet the client's needs
- obtain signed, informed consent from the client prior to carrying out **nail enhancements**
- cleanse the area to be treated and remove any existing nail finish
- select and agree with the client **nail enhancements** to suit their nail shape and condition
- confirm the desired nail length and shape with the client
- use cuticle tools and products to remove excess cuticle, without damaging the surrounding skin
- prepare the natural nail to ensure maximum adhesion of **nail enhancements**
- give the client **advice and recommendations** on the service provided
- ensure the client's records are completed and signed by themselves and the client

Apply natural overlays

- apply nail overlay to suit the client's nail shape and condition
- leave a free margin around the cuticle and side wall area of the nail
- use filing techniques to create the required balance, shape and length
- create a smooth even surface and shine using buffing techniques

Apply tip and overlays

- select and size the tip and customise to suit the client's natural nail
- adhere the tip to the natural nail
- cut, shape and blend the tips ensuring no damage is caused to the natural nail, and the tip is undetectable
- apply overlay to the nails to suit the client's nail shape and condition
- leave a free margin around the cuticle and side wall area of the nail
- use filing techniques to create the required balance, shape and length
- create a high shine finish using buffing techniques

Maintain and remove nail enhancements

- use **nail maintenance techniques** to restore the nail enhancement to its original condition
- use removal techniques and ensure the natural nail plate and surrounding skin is free from product and undamaged

The apprentice will know and understand:

The different types of nail enhancements and how to carry out each technique, the different types of tools and equipment and how to use them; to include acrylic, silk and gel systems

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

Cross reference to pages 8-11

Consult, plan and prepare for nail enhancement services

- the importance of communicating with clients in a professional manner
- how to complete a consultation taking into account the client's **diverse needs**
- the legal requirements for providing treatment to minors under 16 years of age
- the age at which an individual is classed as a minor and how this differs nationally
- the reasons for agreeing a service that meets the client's needs
- the legal significance of gaining signed, informed client consent to carry out the service
- how to recognise **contra-indications** that would prevent or restrict the service
- the contra-indications requiring medical referral and why
- the necessary action to take in relation to specific contra-indications when referring clients
- the reasons for not naming specific contra-indications when referring clients
- how to identify treatable nail and skin conditions
- how to conduct a nail and skin analysis
- the different methods used to prepare the natural nail for nail enhancements
- the **advice and recommendations** on products and services

Apply, maintain and remove nail enhancements

- the different **natural nail shapes** that are likely to be encountered during nail enhancement services
- how to select and use different types of products, tools and equipment for nail enhancement services
- the nail tip selection, application and blending techniques
- the techniques used to ensure maximum strength and longevity of nail tips
- how to adapt nail enhancement application techniques to suit different nail shapes and conditions
- the reasons for leaving a free margin around the cuticle and side wall area
- the different types of bonding agents available and their use
- methods and techniques used to avoid overexposure to chemicals
- the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements
- how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissue
- the techniques for repairing natural nails including splits, cracks, flaking and breakages
- the techniques for repairing nail enhancements including lifting, cracking and premature loss
- the **contra-actions** that could occur, how to deal with them and what advice to give to clients
- the techniques used for maintaining and removing different nail enhancements
- the **structure of the nail**
- the process of **nail growth**
- the functions and **structure of the skin**

Range - Practical

Consultation techniques

- questioning
- listening
- visual
- manual
- written

Necessary action

- encouraging the client to seek medical advice
- explaining why the service cannot be carried out
- modifying the service

Nail enhancements

- full set of natural nail overlays
- full set of natural tips and overlays
- rebalance
- full tips with well
- manually blended application
- pink and white (French finish)

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

Nail maintenance techniques

- infill
- rebalance

Range - Theory

Diverse needs

- cultural
- religious
- age
- disability
- gender

Contra-indications which prevent

- fungal infections
- viral infections
- bacterial infections
- parasitic infections
- severe skin conditions

Contra-indications which restrict

- psoriasis
- dermatitis
- severe nail separation
- broken bones
- unknown redness or swelling
- damaged nails

- thinning nails

Advice and recommendations

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

Natural nail shapes

- fan
- hook
- spoon
- oval
- square

Contra-actions

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

Structure of the nail

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

Nail growth

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

Structure of the skin

- dermis
- epidermis
- subcutaneous layer
- appendages

Nail Services Technician

Unit NT6 - Provide nail enhancement services Standardised Assessment

- 1 The assessment must be performed on clients in a Realistic Working Environment. Simulation is not allowed for any performance evidence within this unit.
2. The apprentice must practically demonstrate in their everyday work that they have met the standard for 'Provide nail enhancement systems'.
3. The Assessor will observe the apprentice's performance of the application of **nail enhancement systems on at least 2 occasions** to include:
 - full set of natural tips and overlays
 - rebalance
4. From the range, the apprentice must show that they have:
 - used **all** the consultation techniques
 - dealt with **at least one** of the necessary actions
 - provided **all** advice and recommendations.
5. If the range requirements have not been fully covered by these observations the apprentice can provide additional observed evidence.

The apprentice will need to collect documentary evidence to show that they have met all the requirements of the standard.

B. The assessment of the Apprenticeship Qualification

The Beauty Professional Apprenticeship Standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering Beauty training within the sector. These have been chosen from extensive consultation with the Registered Apprenticeship Assessment Organisations Awarding Organisations and education and training providers to ensure deliverability.

External Quality Control of Assessment

The monitoring and standardisation of assessment decisions must be achieved through robust assessment, and internal and external quality assurance systems. These must be reliable, transparent and fit for purpose and must comply with the requirements of the qualifications regulator.

B1 Internal Verification

Centres must, in line with regulatory guidance, have an effective internal verification strategy and processes in place to ensure apprentices are assessed fairly and consistently, and that Standards are being met.

To ensure all assessment activities are valid and effective, and that the Assessors' decisions are accurate, a Centre's internal verification process should:

- Identify Internal Verifiers who are responsible for implementing these processes. If necessary identify a coordinating Internal Verifier who manages the process
- Produce an effective internal verification policy
- Produce and maintain a clear audit trail of decision making and action
- Produce an internal verification schedule of assessment activities and assessment decisions
- Produce a training and standardisation plan for all those involved in internal verification

Internal Verifiers should observe Assessors performing apprentice assessments at regular intervals according to Awarding Organisation guidelines, risk rating and experience of the Assessor. The reliability, validity and authenticity of evidence must be checked during these observations.

An Internal Verifier cannot internally verify either assessment activities they have produced or assessment decisions they have made.

B2 External Verification

To ensure successful monitoring and standardisation of the assessment activities conducted by a Centre, the assessment decisions made by Assessors and the Centre's internal verification processes, an Awarding Organisation must have in place a robust external verification system with clear and effective arrangements to ensure consistency in quality. The mechanisms required to achieve this are outlined by the qualification regulator.

In addition to the qualification regulator's requirements, all external quality assurance reports and other data relating to a Centre must be reviewed by the Awarding Organisation. Where any risks are identified relating to the quality control of assessment, the Awarding Organisation must have in place an effective risk management and rating system to determine, depending on a Centre's level for risk, the appropriate external quality assurance, monitoring, support and control that should be put in place.

B3 Risk Assessment

All RAOs/Awarding Organisations are required to implement effective risk management and rating systems to help protect the integrity of the qualification, safeguard assessment and verification processes and ensure standards are maintained. These systems should also focus on:

- Conflict of interest
Any personal or professional relationship between apprentices, Assessors, Internal Verifiers and External Verifiers should be declared.
- Adherence to Centre approval criteria
Centres should be continually monitored in addition to its delivery to ensure that the integrity of the qualification is maintained.

Where risk is identified through these systems, Awarding Organisations will need to act accordingly to ensure the Centre is performing to an acceptable level. This may include, but is not limited to:

- inspection/spot visit(s)
- additional monitoring of assessment activities and/or internal verification processes
- verifying a sample of apprentices' work from each Assessor over an agreed period of time
- appointment of Independent Verifiers
- training and development
- or other action appropriate to the risk.

RAOs/Awarding Organisations should be able to demonstrate a risk assessment has been carried out for each Centre and a strategy to minimise any risk identified has been implemented.

B4 Workplace assessment

Apprentices are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers' workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the apprentice is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the apprentice meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the apprentice is not placed under more, or less, pressure than found normally in the workplace during assessment.

B5 RWE Realistic working environment

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- Centres must develop realistic management procedures that incorporate a 'commercial image' and sales and marketing policy to attract the type and number of clients/customers needed to ensure the requirements of the qualification can be met and achieved.
- All assessments must be carried out under realistic commercial pressures and on clients/customers, not other apprentices within the same cohort. Clients used should vary in age and ethnicity.
- All demonstrations performed must be completed in a commercially acceptable timescale
- Apprentices must be able to achieve a realistic volume of work
- The space per working area confirms to current health and safety legislation and commercial practice
- The range of demonstrations, professional products, tools, materials and equipment must be current and available for use
- A retail facility must be provided, stocked with products that relate to the clients'/customers' needs and complements the demonstrations offered
- All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

B6 Simulation

Simulation is not acceptable for any units within this qualification

B7 Witness Testimony

A Witness testimony, a statement made by someone present while the apprentice was performing an activity on-the-job, may be used to support the assessment process and where permitted by the Awarding Organisation.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an Assessor.

Where Witnesses are used,

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with an apprentice must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the Assessor.

C. Assessment of Knowledge and Understanding

It is acknowledged that the assessment of knowledge and understanding may take place in a different environment, for example a college or another environment which is not the immediate workplace.

The knowledge and understanding required by an apprentice to support performance in the workplace is detailed within this document.

C1 Supporting evidence

Evidence produced by apprentices must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence include, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task-based controlled assessment

C2 Mandatory External Assessment questions

The use of mandatory questions, as one method of assessment, will be applied to the following units:

Unit NT1 - Provide manicure services
Unit NT2 - Provide pedicure services
Unit NT3 - Provide advice to customers/clients on nail products and services
Unit NT6 - Provide nail enhancement services

These questions are to be developed by the RAAO/Awarding Organisation in adherence to the respective regulatory framework, locally assessed by the Centre and moderated by an External Verifier.

Apprentices are expected to sit one paper per unit and must achieve a pass mark of 70%.

All mandatory questions must be carried out under closed book conditions. The confidentiality of the mandatory questions and answers must be maintained under secure conditions.

As a minimum requirement, RAAOs/Awarding Organisations are required to develop appropriate externally set questions to cover the critical areas of knowledge and understanding listed below:

Unit Title	Knowledge areas
Unit NT1 - Provide manicure services	<ul style="list-style-type: none"> • how to recognise contra-indications that would prevent or restrict the service and why • the contra-indications requiring medical referral and why • the different types of treatable skin and nail conditions • how to adapt the manicure service to suit individual client needs

	<ul style="list-style-type: none"> • the effects of massage techniques on the nails, skin, muscles and underlying structures conditions • the anatomy of the hand and lower arm • the structure of the nail • the process of nail growth • the structure and functions of the skin • the contra-actions that could occur, how to deal with them and what advice to give to clients
<p>Unit NT2 - Provide pedicure services</p>	<ul style="list-style-type: none"> • how to recognise contra-indications that would prevent or restrict the service and why • the contra-indications requiring medical referral and why • the different types of treatable skin and nail conditions • how to adapt the pedicure service to suit individual client needs • the effects of massage techniques on the nails, skin, muscles and underlying structures conditions • the anatomy of the foot and lower leg • the structure of the nail • the process of nail growth • the structure and functions of the skin • the contra-actions that could occur, how to deal with them and what advice to give to clients
<p>Unit NT3 - Provide advice to customers on nail products and services</p>	<ul style="list-style-type: none"> • the importance of establishing the customer's time pressures and expectations when offering to demonstrate any additional products • how to recognise conditions that would prevent or restrict the use of a product • the different types of treatable skin and nail conditions • the importance of gaining the customer's permission to carry out demonstrations • the importance of product knowledge when providing the best possible advice and information to customers • why it is important to allow customers to feel, smell and experience the products being used • the laws governing the application and sale of cosmetics • the importance of the knowledge of nail services when providing the best possible advice and information to customers • the factors to consider when scheduling in the booking • the importance of confirming and making bookings correctly • the types of information required to make a booking • the consequences of breaking confidentiality
<p>Unit NT6 - Provide a nail</p>	<ul style="list-style-type: none"> • how to recognise contra-indications that would

<p>enhancement services</p>	<ul style="list-style-type: none"> prevent the service • how to recognise contra-indications that would restrict the service • the contra-indications requiring medical referral and why • how to identify treatable nail and skin conditions • the different natural nail shapes you are likely to come across during nail enhancement services • how to adapt nail enhancement application techniques to suit different nail shapes and conditions • the reasons for leaving a free margin around the cuticle and side wall area • methods and techniques used to avoid overexposure to chemicals • the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements • how the incorrect application of nail enhancements can damage the natural nails and surrounding soft tissue • how the incorrect removal of nail enhancements can damage the natural nails and surrounding soft tissue • the contra-actions that could occur, how to deal with them and what advice to give to clients • the structure of the nail • the process of nail growth • the function and structure of the skin
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C3 Non mandatory knowledge and understanding

All non-mandatory knowledge and understanding must be 70% achieved.

Centres must provide the RAAO/Awarding Organisation with a matrix of how the internal assessment of the knowledge and understanding has been met.

C4 E-Assessment

Where e-assessment is used, it must meet the requirements of the qualification regulator and have prior approval from the Awarding Organisation to ensure the criteria is assessed to the standard required and the tool(s) utilised are reliable, sufficient, valid and current.

RAAOs/Awarding Organisations must provide Centres with advice and guidance as to the hardware, operating systems and installation requirements and provide technical support to Centres upon request.

D. Occupational Competence Requirements for those involved in the Assessment Process

The occupational expertise of Witnesses, Assessors and those responsible for the internal/external verification of this qualification is one of the key factors underpinning valid, fair and reliable assessment. Therefore, ensuring the integrity and professionalism of this workforce is of paramount importance and they must be given sufficient time to carry out their role effectively.

D1 Witness

The role of the Witness is to submit evidence to the Assessor regarding the competence of the apprentice in meeting the standards identified in any given unit. This evidence must relate directly to the apprentice's performance in the workplace which has been observed first hand by the Witness. Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Manager; or
- Senior Nail Services Technician; or
- Trainer; or
- Supervisor; or
- Client; or
- Customer.

It is not necessary for Witnesses to hold an Assessor qualification as it is the responsibility of the IEPA to make the final assessment decision(s) about the acceptability of all evidence submitted, regardless of source.

D2 Assessor

The Assessor must hold, or be working towards; a valid Assessor qualification or equivalent

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
 - Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
 - Level 3 Certificate in Assessing Vocational Achievement (QCF); or
 - Level 3 Award in Assessing Competence in the Work Environment (QCF)
- or hold one of the following:
- A1 Assess candidates using a range of methods; or
 - D32/33 Assess candidate performance, using differing sources of evidence

NB: Holders of A1 and D32/33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Assessor must also be:

	Definition
Occupationally competent	<p>The Assessor must hold:</p> <ul style="list-style-type: none"> • A relevant level 3 qualification and or substantial experience of working in a Nail Services Technician's role which has been gained through 'hands-on' experience in the industry <p>The Assessor must have sufficient operational experience within the Nail Service industry that can be evidenced, is current and relevant to the qualification. Experience could be gained through time in a role in the nail service industry which could include, but is not limited to:</p> <ul style="list-style-type: none"> • Nail Services Technician; or • Lecturer; or • Trainer; or • Verifier.
Familiar with the qualification	<p>The Assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.</p>

Credible The Assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.

A minimum of 50 hours CPD is required per annum of which 30 hours must be applied practical skills *in a commercial nail bar or salon* (1st September - 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the Centre they work for.

Unqualified Assessors

RAAOs/Awarding Organisations may approve individuals to assess this qualification who have not yet achieved an Assessor qualification. However, these individuals must be working towards and achieve the qualification within 12 months and meet the other requirements. Should an unqualified Assessor be used they must be fully supported and have their assessment decisions countersigned by a qualified Assessor to ensure the apprentice has achieved the required standard.

D3 Internal Verifier

The Internal Verifier must hold a valid Assessor qualification and hold or be working towards a Verifier qualification or equivalent

Assessor qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF); or
- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifier qualifications:

- Learning and Development Unit 11 - Internal Quality Assurance; or
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF); or
- V1 Conduct Internal Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process.

NB: Holders of A1, D32/33, V1 and D34 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Internal Verifier must also be:

	Definition
Occupationally competent	<p>The Internal Verifier must hold:</p> <ul style="list-style-type: none"> • A relevant level 3 qualification and or substantial experience of working in a Nail Services Technician's role which has been gained through 'hands-on' experience in the industry <p>The Internal Verifier must have sufficient operational experience within the Nail Services industry that can be evidenced, is current and relevant to the</p>

	qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about Assessors' assessment processes and decisions.
Familiar with the qualification	The Internal Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.
Credible	The Internal Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.
	A minimum of 50 hours CPD is required per annum of which 30 hours must be applied practical skills in a commercial nail bar or salon (1st September - 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the Centre they work for.

Unqualified Internal Verifiers

RAAOs/Awarding Organisations may approve individuals to verify this qualification who have not yet achieved a Verifier qualification. However, these individuals must be working towards and achieve this qualification within 12 months and meet the other requirements. Should an unqualified Internal Verifier be used they must be fully supported and have their decisions countersigned by a qualified Internal Verifier.

D4 External Verifier

The External Verifier must hold a valid Assessor and Verifier qualification and hold or be working towards a valid External Verifier qualification or equivalent:

Assessor qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI - Assess workplace competence using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement; or
- Level 3 Award in Assessing Competence in the Work Environment; or
- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifier qualifications:

- Learning and Development Unit 12 - External Quality Assurance; or
- Level 4 Award in the External Quality Assurance of Assessment Processes and Practice, or
- Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice; or
- V1 Conduct Internal Quality Assurance of the Assessment Process; or
- V2 Conduct External Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process; or
- D35 Externally Verify the Assessment Process.

NB: Holders of V2 and D35 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The External Verifier must also be:

Definition	
Occupationally competent	<p>The External Verifier must hold:</p> <ul style="list-style-type: none"> A relevant level 3 qualification and or substantial experience of working in a Nail Services Technician’s role which has been gained through ‘hands-on’ experience in the industry <p>The External Verifier must have sufficient operational experience within the Nail Services industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about internal verification and assessment processes and decisions.</p>
Familiar with the qualification	<p>The External Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>
Credible	<p>The External Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the RAAO/Awarding Organisation or other recognised and relevant providers in the sector.</p>
	<p>A minimum of 50 hours CPD is required per annum of which 30 hours must be applied practical skills <i>in a nail bar or salon</i> (1st September - 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual’s, not the Centre they work for.</p>