Cornwallis Academy
Ambitions for All

SMILE
SUCCESSFUL | MOTIVATED | INSPIRED | LEARNING | EXCITED & ENGAGED

Year 13 Beauty Therapy

Provide eyelash and eyebrow treatments

Learning Objectives

- Be able to prepare for eyelash and eyebrow treatments
- Be able to provide eyelash and eyebrow treatments

What previous knowledge is required?

Students will have completed client care, make up and facials last year as well has Health and Safety

How will this term's content help with future learning?

Students will complete this unit both practically and examination to enable them to qualify with the Level 2 qualification.

National Curriculum / Specification

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.
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.

Eyelash and Eyebrow Unit

Management of health and safety at work: Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.
Infection Prevention: Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.
Personal protective equipment (PPE): Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.
Client preparation and care: Preparing for and performing a treatment considering any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.
Manual handling: Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.
Towels: Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.
Equipment: Follow organisational/ manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.
Liability insurance: Employers, public, professional indemnity.
Reporting of injuries, diseases and dangerous occurrences: Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.
Control of substances hazardous to health: Replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage handling use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Regulations: Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR), Environmental Protection Act.
Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.
Hazards: Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.
Reasons for risk assessment: Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.
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.
Security (cash): Staff training, point of sale, regular banking, in transit.
Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).
Hygiene: General – Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after treatments.
Sterilisation – (tweezers) autoclave, glass bead, chemical, UV cabinet for storage only.
Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste: Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all
waste in accordance with manufacturers' instructions.
Environmental working practices: Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.
Sustainable working practices: For example, use products with ingredients
from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.
Therapist health and wellbeing: Maintain correct posture when performing
treatment, sitting, lifting and carrying, use working methods to avoid work related
injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises,
maintain correct standing posture, even weight distribution, ensure own positioning
delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.
Work area: Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.
Client preparation: Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown, advise client on clothing to remove/keep on, protect client clothing, maintain client comfort, privacy and modesty, client positioned correctly, remove contact lenses, remove eye make-up.
Record keeping: Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, hair and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).
Professional appearance: Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish- free, good condition and maintained).
Professional ethical conduct: Follow health and safety and organisational policies
and procedures and code of conduct, demonstrate integrity, respect, flexibility
and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.
Consultation techniques: Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference, explain treatment process, expected sensations, skin reaction, outcomes, further treatments

to enhance eyelash and brow appearance, agree colour selection for eyelash and brow tinting, agree shape for eyebrow shaping.
Treatment objectives: Enhance appearance of lashes/brows, add colour, shape, client agreement, realistic outcome, additional services, client needs and suitability, duration, cost.
Skin sensitivity tests: Eyelash/eyebrow tinting, tint activated with peroxide, 24-48 hours before treatment, record results of patch test, record all products used and site of patch test, client signature and date.
Interpret results of skin sensitivity test: Positive – red, itchy, irritated, swelling, sore.
Negative – no change to skin.
Patch test techniques: For tinting mix peroxide and tint together and then apply to crook of elbow or behind ear, allow to dry, leave on for a minimum of 24 hours, explain positive and negative reaction, removal of product with damp cotton wool, if positive reaction experienced, record accurately on record card.
Importance of patch test: To prevent allergic reaction on eye area, invalidation of insurance policy if not carried out, always follow manufacturers' instructions.
Products, tools and equipment: Products for eyebrow shape: Skin cleanser, eye make-up remover, soothing/antiseptic lotion or witch hazel or rose water.
Products for eyebrow/eyelash tint: Non-oily eye make-up remover, toner, petroleum jelly, tint (all colours), peroxide, skin stain remover.
Tools for eyebrow shape: Sterilised tweezers (slant, claw, pointed), disposable orange wood stick (for measuring), eyebrow brush/mascara wand, sterilised scissors, eyebrow pencil, eyebrow powder, sharpener, ice pack, skin warming (heated towel, warmed cotton pads).
Tools for eyebrow/lash tinting: Spatula, disposable orange wood stick or brush, mixing bowl, eye pads or eye shields.
Equipment: Headband, towel to protect client, magnifying lamp, eyebath, couch (semi-reclined), trolley, bowl, mirror, disposable gloves, jar or vessel for tweezers, cotton buds, tissues.
Client treatment needs: Eyebrow shaping – realistic and achievable to client's natural shape, natural shape (angular, arched, straight, thin, thick), growth pattern (warm towels or cotton pads for strong hair growth or thick eyebrows to minimise discomfort), age of client, cultural factors, fashion, natural shape of brow, face shape, eyebrow pencil or powder to define brows, avoid facial piercings, previous treatments.
Eyebrow/lash tinting – colour requirements, realistic and achievable, age of client, client's normal make-up, hair colour, eye colour, cultural factors and skin tone, avoid facial piercings, previous treatments.

Manicures

Learning Objectives

- Be able to prepare for manicure treatments
- Be able to provide manicure treatments

What previous knowledge is required?

Students will have completed all units previously taken

How will this term's content help with future learning?

Students will complete this unit both practically and examination to enable them to qualify with the Level 2 qualification

National Curriculum / Specification

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.

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

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.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local bye-laws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage, handling, use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employer's liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local bye-laws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

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

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.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

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).

Sterilisation – (metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist 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.

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 comfortably, 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.
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 and technician/therapist recommendations (for longevity of nails), client satisfaction, client expectations and aftercare (longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail enamel, visual, question, listen, client card reference.

Recommendations to client: Explain treatment (the process, outcomes), advise client of suitable treatment, further treatments to enhance nail and skin appearance, agree colour selection for nails, agree shape of nail before shaping.

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general hand/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe manicure, artificial nail treatments if appropriate), contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, application and benefits, hand/nail care advice should reflect the condition of the hands and nails presented and the lifestyle of the client, drying hands thoroughly after washing, application of hand cream, correct technique for filing nails, the benefits of using a base coat with coloured nail enamel, having regular manicures.

Nail and skin analysis: Visual and manual examination of the condition of the hands, skin and nails, wipe over hand and nails with cotton wool and surgical spirit, check for contra-indications, identify areas of dryness, cuticles and general skin condition, hard skin, condition of nails (split/brittle, ridged nails, importance (to provide accurate treatment, ensure client benefits from treatment, ongoing treatment plan, identify contra-indications that restrict or prevent treatment).

Examples of contra-indications that may prevent treatment: Skin and nail disorders (fungal, bacterial, viral and parasitic infections), severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions.

Examples of possible contra-actions that may occur during or after treatment:
Erythema – due to allergy or infection. Allergic reaction to nail enamel or other products used in the manicure – redness, itching, inflammation, swelling, excessive perspiration.

Action – remove product, apply cold compress, seek medical advice if condition persists.

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

Pedicures

Learning Objectives

- Be able to prepare for pedicure treatments
- Be able to provide pedicure treatments

What previous knowledge is required?

Students will have completed all the units of work prior to this unit

How will this term's content help with future learning?

Students will complete this unit both practically and examination to enable them to qualify with the Level 2 qualification.

National Curriculum / Specification

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.

Electricity at work – checking/visual heck of equipment, no trailing wires, portable appliance testing.

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.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation

for vapour and dust, avoid overexposure to chemicals, use chemicals correctly, follow storage, handling, use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employer's liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government

miscellaneous provisions, occupier's liability, local byelaws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

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

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.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

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).

Sterilisation – (metal implements) autoclave, glass bead, chemical, UV cabinet for storage only.

Disinfection – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist 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 therapist's positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

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 comfortably, 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.

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, ontra-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, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements and technician/therapist recommendations (for longevity of nails), client satisfaction, client expectations and aftercare (longevity of nails), protection of investment, cleanse treatment area to identify condition of skin and nails, remove nail enamel, visual, question, listen, client card reference.

Recommendations to client: Explain treatment (the process, outcomes), advise client of suitable treatment, further treatments to enhance nail and skin appearance, agree colour selection for nails.

Nail and skin analysis: Visual and manual examination of the condition of the feet, skin and toe nails, wipe over foot and nails with cotton wool and surgical spirit, check for contra-indications, identify areas of dryness, cuticles, and general skin condition, hard skin, condition of nails (split/brittle, ingrowing toe nails, ridged nails), importance of providing accurate treatment, ensure clients benefit from treatment, ongoing treatment plan, identify contra-indications that restrict or prevent treatment.

Examples of contra-indications that may prevent treatment: Skin and nail disorders (fungal, bacterial, viral and parasitic infections), severe nail separation, severe eczema, psoriasis and dermatitis, severe bruising.

Examples of contra-indications that may restrict treatment: Minor eczema, psoriasis, dermatitis, minor separation, bitten or damaged nails, cuts and abrasions.

Examples of possible contra-actions that may occur during or after treatment:

Erythema – due to allergy or infection.

Allergic reaction to nail enamel or other products used in the manicure – redness, itching, inflammation, swelling, excessive perspiration.

Action: Remove product, apply cold compress, seek medical advice if condition persists.

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

Aftercare advice: Immediate restrictions following treatment (allow nails time to dry), general foot/nail care maintenance, explanation of products used during treatment and their benefits, further treatment recommendations (deluxe pedicure, artificial nail treatments if appropriate), contra-actions and how to treat, recommended intervals between treatment, retail products recommended for home care, their application and benefits, foot/nail care, advice should reflect the condition of the feet and nails presented and the lifestyle of the client, application of foot lotion, picking of toenails/skin tissue/ nail enamel, correct technique for filing nails, the benefits of using a base coat with coloured nail enamel, having regular pedicures, correct footwear and use of foot rasp for hard skin removal.