
N2 *manicure*



A manicure is a popular hand care treatment that immediately improves the appearance of the nails and skin of the hands. Specialist treatments may also be selected and included within the manicure treatment, which will target the client's specific needs, identified in their treatment plan.

In this unit you will learn how to complete manicure treatments, including a hand and arm massage. This moisturises the skin, as well as being relaxing for the client. You will also learn how to apply a nail finish such as nail polish or buffing to provide a shiny, smooth nail plate, leaving the nails looking groomed and well-cared for.



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Image courtesy of IBD

Unit N2 (City & Guilds Unit 038)

Provide manicure services *Mandatory (General route)*



Manicure

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing manicure treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **three** occasions, each involving a different **hand and nail treatment** from the range.



This unit has four outcomes.

Outcome 1
Maintain safe and effective methods of working when providing manicure services

Outcome 2
Consult, plan and prepare for the manicure service

Outcome 3
Carry out manicure services

Outcome 4
Provide aftercare advice



“
Regular, effective manicure treatments will give your clients the nails they’ve always dreamed of and the confidence they’ve always longed for.
Tara Oldham
”



Unit N2 (City & Guilds Unit 038)

Provide manicure services *Mandatory (continued)*

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used all of the following consultation techniques:

- Questioning
- Visual
- Manual
- Reference to client records

Dealt with at least one of the following necessary actions*:

- Encouraging the client to seek medical advice
- Explaining why the service cannot be carried out
- Modifying the service

* However, you must prove to your assessor that you are able to deal with the other **two**.

Used four of the following types of hand and nail treatments*:

- Paraffin wax
- Hand masks
- Thermal mitts
- Exfoliators
- Warm oil

* However, you must prove to your assessor that you are able to deal with the other **one**.

Applied all of the following types of nail finish:

- Dark colour
- French
- Buffed

Provided all of the following types of treatment advice:

- Suitable aftercare tools and products and their use
- Avoidance of activities which may cause contra-actions
- Recommended time intervals in between nail services
- Homecare routines



Nail work is very intricate and requires good, adjustable lighting to work under.

Timing tip

The maximum commercially viable service time for a basic manicure is 45 mins.

Image courtesy of iStockphoto.com/ValeryLarson

Image courtesy of iStockphoto.com/Ivan Mateev



What you must know

You will be assessed on your knowledge of the following:

- Organisational and legal requirements
- How to work safely and effectively when providing manicure services
- Consult, plan and prepare for the treatment with clients
- Contra-indications and contra-actions
- Anatomy and physiology
- Manicure treatments
- Aftercare advice for clients

This will be completed through written and oral questioning by your assessor, or by an online GOLTA test. For details of what you must know, see pages 138–142.

Image courtesy of SalonSystem



“*Always take time to discuss and agree with your client exactly what they require from their nail treatment before carrying it out.*”
Adele O’Keefe

Useful words

Some terms that you will come across in this unit are explained below.

Disinfection The process of destroying most micro-organisms when cleaning non-metallic tools, equipment and work areas.

Environmental conditions The work environment should be safe and comfortable for both employees and clients. Factors to consider include temperature, lighting and ventilation.

Exfoliators Products used to remove the upper layers of excess skin cells.

Hand and nail treatments Specialist treatments that include paraffin wax treatment, hand masks, thermal mitts and exfoliators. Several hand and nail treatments may be used in one treatment.

Massage techniques Massage movements applied to the soft tissue of the body. They include effleurage, petrissage, percussion and vibrations.

Nail and skin products Used during a manicure; they include nail and skin cleanser, nail polish remover, cuticle cream/oil, cuticle remover, buffing paste, hand cream/lotion or oil, base coat, top coat, coloured nail polishes and nail polish drier.

Nail and skin treatment tools Used during a manicure; they include nail files, orange sticks, hoof sticks or cuticle pusher, cuticle knife, cuticle nippers, nail buffer and nail scissors.

Treatment advice Recommendations given to the client following treatment to continue the benefits of the treatment and prevent an unwanted contra-action.

Treatment plan Following the consultation this is the plan you intend to follow in order to achieve the results required.



Observation sign-off sheet

Unit N2 Provide manicure services

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions, each involving a different hand and nail treatment from the range.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

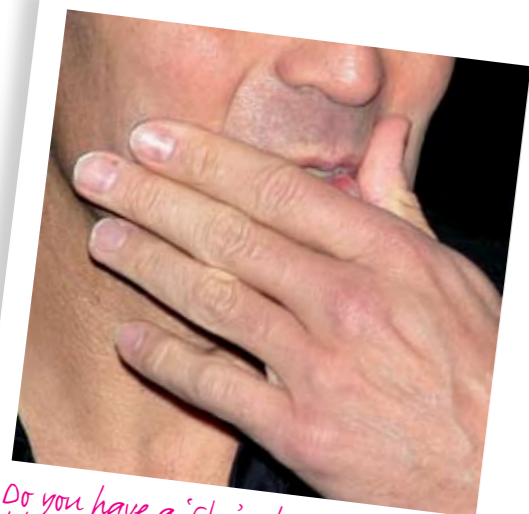
Maintain safe and effective methods of working when providing manicure services

- a Prepare the work area and environment to meet legal, hygiene and industry Code of Practice for Nail Services requirements
- b Ensure your personal appearance meets accepted industry Code of Practice for Nail Services and organisational requirements
- c Wear suitable personal protective equipment for the service that conforms to the industry Code of Practice for Nail Services
- d Ensure all tools and equipments are cleaned using the correct methods
- e Effectively disinfect your hands prior to nail services
- f Maintain accepted industry hygiene and safety practices throughout the service
- g Select and correctly position suitable equipment, materials and products for the nail service
- h Ensure your own posture and position minimises fatigue and the risk of injury whilst working
- i Ensure the client is in a comfortable and relaxed position that permits access and minimises the risk of injury to you and the client

Continues on next page

Hints and tips

Prevent the spread of germs and possible cross-infection by using correct waste disposal methods.



Do you have a 'clow' whose gorgeous hand this is? If not, see page 142 for the answer!

Image courtesy of Souloy/Frederic/Gamma/Eyedea Pre Camera Press London



- j Dispose of waste correctly to meet local authority requirements and the industry Code of Practice for Nail Services
- k Ensure that the service is cost effective and is carried out within a commercially viable time
- l Leave the work area and equipment in a condition suitable for further nail services
- m Ensure the client's records are up-to-date, accurate, easy to read and signed by the client and technician

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Outcome 2

Consult, plan and prepare for the service with clients

- a Use **consultation techniques** in a polite and friendly manner to record the service plan
- b Obtain signed, written informed consent from the client prior to carrying out the service
- c Ensure that informed and signed parental or guardian consent is obtained for minors prior to any service *
- d Ensure that a parent or guardian is present throughout the service for minors under the age of 16 **
- e Ask your client appropriate questions to identify if they have any contra-indications to manicure services
- f Accurately record your client's responses to questioning
- g Encourage clients to ask questions to clarify any points
- h Ensure client advice is given without reference to a specific medical condition and without causing undue alarm and concern ***
- i Disinfect the client's hands and effectively remove any existing nail polish to restore the nails to a natural condition

Continues on next page



Ensure you have all the necessary products to hand for use within the treatment.

“
A nail professional must be knowledgeable, friendly, and client-focused.
Alex Fox

”

Image courtesy of Salon System



Observation sign-off sheet

Unit N2 Provide manicure services

What you must do (continued)



- j Accurately identify the condition of the nails and skin
- k Explain your assessment of the client's nail and skin condition in a clear way to help their understanding
- l Recommend suitable treatments and products for the client's skin type and nail condition
- m Take the **necessary action** in response to any identified contra-indications ****
- n Agree the service and outcomes that are acceptable to your client and meet their needs

Image courtesy of BaByliss Pro

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

- * Covered by observation Date
- Covered by oral questioning Date
- ** Covered by observation Date
- Covered by oral questioning Date
- *** Covered by observation Date
- Covered by oral questioning Date
- **** Covered by observation Date
- Covered by oral questioning Date

Continues on next page



Image courtesy of Champneys Health Resorts (www.champneys.com)

Outcome 3

Carry out manicure service

- a Confirm the desired nail length and shape with the client
- b File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length
- c Use the correct buffing technique for the service plan and the client's needs *
- d Apply suitable cuticle products for the client
- e Use cuticle tools and products safely and effectively, ensuring that the cuticle and nail plate is undamaged
- f Use **hand and nail treatments** correctly to improve the appearance of the client's skin and nails
- g Use the correct quantity and type of massage medium to meet the service plan
- h Use massage techniques smoothly and evenly, at a pressure to meet the client's needs
- i Leave the hands and lower arms free of any excess massage medium
- j Ensure the nail plate is dehydrated and the underside is clean and free of debris
- k Apply a suitable base coat relevant to the client's needs, if required
- l Apply sufficient polish coats and top coat for the desired finish, if required
- m Ensure that the **nail finish** is left with a smooth, even texture and with the cuticle and nail wall free of product and debris
- n Ensure that the finished result is to the client's satisfaction and meets the agreed service plan



“
As a beauty therapist, you have a captive audience; you'll be holding someone's hand for 45 minutes! Use the time to educate them on hand and nail care, using gentle sales persuasion.
 Marian Newman
 ”

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

- * Covered by observation Date
- Covered by oral questioning Date

Continues on next page



Observation sign-off sheet

Unit N2 Provide manicure services

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your clients suitable **advice** specific to their individual needs

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

“
Cuticles should not be cut during a service. They can be nourished, softened and gently pushed back to keep them in good condition.
 ”

Alex Fox



Image courtesy of Orly

Observation sign-off sheet

Unit N2 Provide manicure services

What you must cover



Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Tick the consultation techniques used for each observation. You must use **all** types of consultation technique.

Consultation techniques

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Necessary actions

Tick the necessary action dealt with if it occurs during a treatment. You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

	1	2	3		
Encouraging the client to seek medical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining why the service cannot be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifying the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hand and nail treatments

Tick the hand and nail treatments used in each observation. You must use **four** of the hand and nail treatments, but you must prove to your assessor that you are able to use the other **one**.

	1	2	3		
Paraffin wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hand masks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal mitts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exfoliators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warm oil	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Observation sign-off sheet

Unit N2 Provide manicure services

What you must cover (continued)

Nail finish

Tick the nail finishes applied in each observation.
You must apply **all** of the nail finishes.

	1	2	3		
Dark colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buffed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Treatment advice

Tick the treatment advice provided in each observation.
You must provide **all** of the treatment advice.

	1	2	3		
Suitable aftercare tools and products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommended time intervals in between nail services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homecare routines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



Image courtesy of Champneys Health Resorts (www.champneys.com)

Comment form

Unit N2



This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comment	Date
1	
2	
3	

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Your client should have a lasting reminder of their manicure as polish shouldn't chip for a week or so.

“
A good saying to remember is that 'you are only as good as your last manicure'. Everyone has an 'off' day but don't pass this on to your client. Make every service better than the last one.
 Marian Newman
 ”



Knowledge sign-off sheet

Unit N2 Provide manicure services

What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be a GOLA test. The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:	Evidence type	Date	Portfolio ref
Organisational and legal requirements			
1 your responsibilities under relevant health & safety legislation and the industry Code of Practice for Nail Services	E3		
2 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)	E3		
3 why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3		
4 why minors should not be given services without informed and signed parental or guardian consent	E3		
5 the legal significance of gaining signed, informed client consent to the service	E3		
6 the importance and reasons for keeping records of clients and their services	E3		
7 the importance of the correct storage of client records in relation to the Data Protection Act	E3		
8 your salon services times for completing manicure services	E3		
9 the importance of completing the service in a commercially viable time	E3		
10 the salon pricing structures	E3		
How to work safely and effectively when providing manicure services			
11 the type of personal protective equipment that should be available and used by yourself	E3		
12 why it is important to use personal protective equipment	E3		
13 what is contact dermatitis and how to avoid developing it when carrying out nail services	E3		

Continues on next page



You need to understand:	Evidence type	Date	Portfolio ref
14 how to prepare and use the tools and materials for the manicure service	E3		
15 methods of disinfecting and sterilising tools and equipment	E3		
16 how to maintain tools and materials in a clean and hygienic condition	E3		
17 the importance of, and reasons for, disinfecting hands and how to do this effectively	E3		
18 the necessary environmental conditions for nail services (including lighting, heating, ventilation and general comfort) and why these are important	E3		
19 why it is important to maintain standards of hygiene and the principles for avoiding cross-infection	E3		
20 how to effectively and safely position tools and materials for manicure services	E3		
21 how to avoid potential discomfort and injury to yourself and the risks of poor positioning to clients	E3		
22 how to minimise and dispose of general waste from services	E3		
23 the condition in which the work area should be left and why this is important	E3		
Consult, plan and prepare for the treatment with clients			
24 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3		
25 how to give effective advice and recommendations to clients	E3		
26 the questioning and listening skills you need in order to find out information	E3		
27 how to conduct a nail and skin analysis	E3		
28 why it is important to record client responses to questioning	E3		
29 the legal significance of client questioning and of recording the client's responses	E3		
30 why it is important to encourage and allow time for clients to ask questions	E3		
31 how to prepare service plans	E3		

Continues on next page

Hints and tips

Correct preparation of the work area creates a good first impression and ensures a professional treatment delivery.



Knowledge sign-off sheet

Unit N2 Provide manicure services

What you must know (continued)

You need to understand:	Evidence type	Date	Portfolio ref
Contra-indications and contra-actions			
32 the types of conditions and disorders that may contra-indicate the service and why (eg fungal, bacterial, viral and parasitic infections to the skin and nails, severe nail separation, severe eczema, psoriasis and dermatitis)	E4		Centre files
33 the types of conditions and disorders that may restrict the service and why (eg minor nail separation, minor eczema, psoriasis and dermatitis, severely bitten or damaged nails)	E4		Centre files
34 the importance of questioning clients to establish any contra-indications to manicure services	E3		
35 the importance of, and reasons for, not naming specific contra-indications when referring clients to a general practitioner	E4		Centre files
36 possible contra-actions which may occur during or after the manicure service	E4		Centre files
Anatomy and physiology			
37 the bones of the hand and lower arm	E4		Centre files
38 the muscles of the lower arm and hand	E4		Centre files
39 the blood circulation to the lower arm and hand	E4		Centre files
40 the structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold)	E4		Centre files
41 the process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness)	E4		Centre files
42 the structure and function of the skin (ie dermis, epidermis, subcutaneous layer, appendages)	E4		Centre files

Hints and tips

It is important to record any allergies on the client's record card to make sure the therapist doesn't use the product in any future treatments.



Image courtesy of Champneys Health Resorts (www.champneys.com)

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You need to understand:	Evidence type	Date	Portfolio ref
43 the skin characteristics and skin types of different ethnic client groups	E4		Centre files
44 the different natural nail shapes you are likely to come across during manicure services (eg hook, spoon, fan)	E3		
Manicure treatments			
45 how to identify treatable nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles)	E4		Centre files
46 the different types of techniques used within manicure and how to carry them out	E3		
47 how to select and adapt manicure services to suit individual client needs	E3		
48 how to adapt manicure service to suit a male client	E4		Centre files
49 the benefits and effects of the hand and nail treatments in the range	E4		Centre files
50 the different types of manicure tools and equipment and how to use them	E3		
51 the effects on the nail and skin of incorrect use of manicure tools	E3		
52 the importance of filing the free edge to complement the client's natural nail	E3		
53 the features and benefits of manicure products	E4		Centre files
54 the reasons why several services are necessary to improve skin and nail conditions	E3		
55 the different types of massage movements used in a manicure service	E3		
56 the effects of massage techniques on the nails, skin, muscle and underlying structures	E4		Centre files
57 the different types of massage mediums and when they should be used	E4		Centre files
58 the importance of removing excess moisture, debris and product from the natural nail to prepare for required nail finish	E3		
59 the importance of recommending a nail finish suitable for the client	E3		
60 the reasons for applying base and top coat and the consequences of not doing so	E4		Centre files

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