

Guidance notes for the Graduate Profile Outcomes

New Zealand Certificate in Nail Technology (level 4)

This document is a recommendation of content that should be covered within a training programme. It is envisaged that no content will be repeated but can be added to in a holistic delivery approach relevant to the application of the services within each GPO.

Note: where *Including* is indicated this is not exclusive and regional requirements can be reflected in addition to what is listed.

Graduates of this qualification will be able to:

GPO 1

Demonstrate knowledge of human anatomy, physiology, nail and nail-related diseases and disorders and apply to nail services.

20 Credits

Knowledge:

- Anatomy and physiology contextualised to nail services – including Integumentary, muscular, skeletal, circulatory, lymphatic systems.
- Anatomy and physiology to include bones and muscle of lower arm and hands and lower leg and feet.
- Nail anatomy including the structure and condition of the nail,
- Nail and skin diseases and disorders relevant to the nail, surrounding skin and relevant anatomy and their impact to all relevant nail services - bacterial, viral, fungal, damage. Including - contagious and non-contagious, conditions in which the treatment can go ahead but with special care.
- Recommendation that nail and skin diseases and disorders are assessed through modes of assessment in which the candidate is assessed on researched information.

Practical:

Including:

- Demonstrate knowledge of the structure and function of nail anatomy and physiology in a way clients understand.
- Identifying nail and skin diseases and disorders.
- Demonstrating communication skills that do not diagnose a contra-indication during consultation but are advising clients of possible implications in terms of nail services during consultations.
- Applying researched knowledge to real-life client scenarios in the form of case study portfolios.

Breadth of practice:

The above knowledge should be applied to all nail services performed within a realistic commercial workplace environment and collated as part of portfolio evidence.

Graduates of this qualification will be able to:

GPO 2

Use appropriate equipment and products to safely carry out natural nail and additional nail services, providing current individualised client nail care and advice following consultation.

25 Credits

Programme content is intended to include:

Knowledge:

- Relevant health and safety requirements relevant to nail services.
- Knowledge of risks associated with nail services.
- Sanitation, sterilization, and hygiene requirements relevant to nail services.
- Professional industry standards relevant to nail services
- Nail services products and tools and their safe use and handling. including Health & Safety, PPE, Safety Data Sheets.
- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin: universal characteristics of how things work, what could go wrong and their effects on the skin and nails including:
 - hand and foot soaking products
 - cuticle care products
 - exfoliation products
 - massage mediums
 - hand and foot masks
 - nail polishes
 - base coats
 - topcoats
 - quick dry products.
- Electrical safety, use of tools and electrical equipment. Contextualized to the use of manufacturer's instructions when using electrical equipment relevant to manicure and pedicure services. Cover the principles, including:
 - fundamental electrical principles – including watts, amps, voltage, changing batteries, adapters, safety or wires and flexes across the floor, thermostats.
 - UV cabinets, autoclaves, glass bead steriliser,
 - manicure lamps,
 - any other relevant equipment – paraffin wax heater, foot spa.

(Electrical safety sits across 2 GPOs it is not intended to be repetitive but content that is relevant to the knowledge required to the services.)
- Client consultation – understand legislative and clinic requirements, understand communication techniques, responding and building client rapport and trust.
- Undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,

- client conditions and characteristics,
 - service undertaken,
 - requirements for referral,
 - aftercare,
 - homecare,
 - rebooking,
 - retailing appropriate products.
- Understanding how to support optimum nail health including healthy lifestyle choices.

Practical:

- Undertaking detail client consultation with all services performed:
 - undertake a consultation to determine client requirements for nail services,
 - undertake an analysis specific to the nail service requested,
 - establish safety of the service to be performed,
 - detailed analysis to produce a personalized treatment plan.
- Implementation of industry standards and following manufacturer's instructions for a range of services including manicures, pedicures, and additional nail treatments. Industry standards would include:
 - demonstrating proper use of tools,
 - use of PPE, and implementation of the correct Health & Safety processes and procedures,
 - knowing when to refer to another appropriate professional and when not to treat,
 - knowledge of laws and regulations pertaining to the industry, including Cosmetics Group Standards 2016 to ensure client and technician safety.
- Providing personalised after-care advice specific to the client and the service they have undertaken.
- Providing personalised homecare advice and support with retailing appropriate products specific to the client and the service they have undertaken.
- Completing successful sales and rebooking next service.
- Cleaning including correct process for sanitisation and disinfection - products, equipment, work surfaces.
- Follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to at least the following natural nail services across different clients:

- Basic Manicure,
- Basic Pedicure,
- Gel Polish service and removal of gel polish,
- Additional nail services including adding paraffin or hot oil treatments to any of the above services as part of the service.
- Programmes should use professional range of products from a registered supplier.

There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic environment (including a

training clinic). It is envisaged the clinic hours could be collated and evidenced through case study portfolios

Graduates of this qualification will be able to:

GPO 3

Use appropriate equipment and products to safely carry out nail augmentation and nail art providing current individualised client nail care and advice following consultation.

Credits 50

Programme content is intended to include:

Knowledge:

- Relevant health and safety requirements relevant to nail augmentation and nail art services.
- Knowledge of risks associated with nail augmentation and nail art services.
- Sanitation, sterilization, and hygiene requirements relevant to nail augmentation and nail art services.
- Professional industry standards relevant to nail augmentation and nail art services
- Nail augmentation and nail art services products and tools and their safe use and handling, including Health & Safety, PPE, Safety Data Sheets, Dust extraction.
- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin including:
 - universal characteristics of how ingredients work,
 - risk - what could go wrong when using nail augmentation and nail art services products.
 - science involved in acrylic, gel processes etc., contextualized to form and structure, backfill, and rebalance.
- Electrical safety, use of tools and electrical equipment. Contextualized to the use of manufacturer's instructions when using electrical equipment relevant to nail augmentation and nail art services.
- Client consultation – understand legislative and clinic requirements, understand communication techniques, responding and building client rapport and trust.
 - undertaking analysis and developing a treatment plan inclusive of client:
 - lifestyle,
 - health and well-being,
 - client conditions and characteristics,
 - service undertaken,
 - requirements for referral,
 - aftercare,
 - homecare,
 - rebooking,
 - retailing appropriate products.
 - understanding how to support nail health and well-being include healthy lifestyle choices.

Practical:

- Undertaking detail client consultation with all services performed:
 - undertake a consultation to determine client requirements for nail services,
 - undertake an analysis specific to the nail service requested,
 - establish safety of the service to be performed,
 - detailed analysis to produce a personalized treatment plan.
 - Implementation of industry standards and following manufacturer's instructions for a range of services including but not limited to:
 - nail augmentation and nail art services. Industry standards would include:
 - demonstrating proper use of tools including files (grit)
 - use of PPE, and implementation of the correct Health & Safety processes and procedures,
 - knowing when to refer to another appropriate professional and when not to treat.
 - knowledge of laws and regulations pertaining to the industry, including Cosmetics Group Standards 2016 to ensure client and technician safety.
- Providing personalised after-care advice specific to the client and the service they have undertaken.
- Providing personalised homecare advice and support with retailing appropriate products specific to the client and the service they have undertaken.
- Completing successful sales and rebooking next service.
- Cleaning including correct process for sanitisation and disinfection - products, equipment, work surfaces.
- Completing follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to at least the following nail augmentation and art services across different clients:

- Full set of acrylic enhancements (liquid and powder) including sculpted and tipped,
- Maintenance service (backfill, rebalance and repair) of acrylic enhancements, removal of acrylic enhancements,
- Full set of hard gel enhancements, removal of hard gel enhancements,
- Nail art including Ornamental (additional mediums) and decorative (using polishes),
- Programmes should use professional range of products from a registered supplier.

There is an expectation that the learners will continue to utilise these skillsets throughout the length of their training and practice them regularly within a clinic environment (including a training clinic). It is envisaged the clinic hours could be collated and evidenced through case study portfolios.

Graduates of this qualification will be able to:

GPO 4

Implement professional standards and expectations relating to a nail services workplace, including small business practice, reception, and client service skills.

25 Credits

Programme content is intended to include:

Knowledge:

- Professional and workplace standards including:
 - Professional, ethical behaviour including working within scope of practice, sustainable operating practices, conserving product, water, and power.
 - Salon protocols – understanding of and following professional standards of practice, including:
 - understanding of client confidentiality,
 - professionalism – personal presentation, body language, general client engagement, common courtesy,
 - referral to other professionals including podiatrist, doctor,
 - incident reporting.
- Reception and client services including:
 - Costs of services including product costs, fixed and variable overheads, profit margins.
 - Understanding sales targets (treatments and retail).
 - Understanding the various stages in making a sale including opening, buying signals, selling add-ons, overcoming objections, closing sales.
- Understanding organisational process and procedures relevant to financial transactions.
- Small business - identification and understanding of various business models within the nail industry (and their key principles). Including:
 - Manager,
 - Salon owner,
 - Sales representative,
 - Educator,
 - Nail technician.
- Understanding of local and national legislation including:
 - consumer protection,
 - privacy,
 - GST,
 - workplace health and safety.
- Identifying opportunities to maintain professional development currency and the importance of why.
- Social media use including:

- the positive and negative impacts on the business and clients,
- boundaries of personal and professional use
- principles of positive and professional use – client engagement, business reputation,
- consents that may be required when publishing information about others.

Practical:

- First aid contextualised to relevant nail services.
- Personal presentation including clothing, hair, make-up, hands and nails, jewellery, shoes. Demonstrating the expectation of nail services workplaces.
- Reception and customer service skills including:
 - creating and maintaining various types of appointment systems and client records
 - various payment types,
 - cash handling security
 - filing and storage of a client’s information,
 - appropriate communication skills.
- Retailing including:
 - demonstrating service and product knowledge,
 - communicating product features and benefits relevant to client requirements,
 - applying sales techniques to close product sales,
 - cross selling and upselling – services and products.

Breadth of practice:

The above knowledge and skills are applied to all nail services and must be performed within a realistic commercial workplace environment.