

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.

Graduates of this qualification will be able to:

GPO 1

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

45 Credits

Programme content is intended to include:

Knowledge:

- Cosmetic chemistry – cosmetic ingredients and their reactions on the skin: universal characteristics of how things work, what could go wrong. Science involved in acrylic, gel processes etc., contextualized to form and structure, backfill, and rebalance.
- Physics - Use of tools and electrical equipment.
- 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, Dust extraction.
- Client consultation – the purpose and what needs to be included.

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:
 - Manicures, pedicures, Nail augmentation, nail art and additional nail treatments. Industry standards would include understanding proper use of tools, files (grit) - understanding the chemistry of products, form and structure, cuticle, and skin work, is cutting necessary (banned in many countries but widely done in New Zealand) PPE, Health & Safety, knowing when to refer to a physician and 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, follow-up notes and prep for next client.

Breadth of practice:

The above knowledge and skills are applied to at least the following *nail services:

- Basic Manicure,
- Basic Pedicure,
- Gel Polish service and removal of gel polish,
- 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),
- Additional nail services – 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 EPA (Environmental protection agency) registered supplier.

The above services must include practice of these skills within a realistic commercial workplace environment.

Graduates of this qualification will be able to:

GPO 2

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

15 Credits

Programme content is intended to include:

Knowledge:

- Anatomy and physiology contextualised to *nail services – nail structure, hand, and foot.
- Skin diseases and disorders relevant to the nail, surrounding skin and relevant anatomy. To include – bacterial, viral, fungal, damage. Should cover contagious and non-contagious, conditions in which the treatment can go ahead but with special care.
- Recommendation that skin diseases and disorders are assessed through modes of assessment in which the candidate is assessed on researched information.

Practical:

- Identifying skin diseases and disorders, advising clients of possible implications in terms of nail services during all consultations.
- Applying researched knowledge to real-life client scenarios.

Graduates of this qualification will be able to:**GPO 3**

Apply a range of professional communication and client services skills to meet client and industry needs.

10 Credits

Programme content is intended to include:**Knowledge:**

- Costs of services including product costs, fixed and variable overheads, profit margins.
- Understanding sales targets (treatments and retail).
- Identifying opportunities to maintain currency and the importance of why.
- Identification of various business models within the nail industry (and their key principles).
- Understanding various roles:
 - Manager,
 - Salon owner,
 - Sales representative,
 - Educator,
 - Nail technician.
- Salon protocols – understanding of and following professional standards of practice, including:
 - an understanding of client confidentiality,
 - Professionalism – personal presentation, body language, general client engagement, common courtesy.

Practical:

- Presentation - Clothing, hair, make-up, hands & nails, jewellery, shoes, uniforms.
- Professional and ethical behaviour.
- Communication skills.
- Retail and upselling.
- Reception and customer service skills including:
 - various payment types,
 - filing and storage of a client's information,
 - social media use – marketing etc.