



Australian Government

SHBBNLS001 Provide manicure and pedicare services

Release: 1

SHBBNLS001 Provide manicure and pedicare services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide services and advice to clients requiring hand, foot and nail care.

It requires the ability to recognise relevant contraindications and conditions, to understand the structure and function of hands, feet and nails and the effects of treatments and products, and to select and provide services and advice to meet the objectives of the client. The services and advice can be on an individual basis or form part of a series of services.

This unit applies to workers in beauty and nail salons, and spas. In this environment they make routine service decisions within a defined range but are responsible for the selection and provision of services to clients.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Nail Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Establish client priorities.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Access and review client treatment plan if available.
- 1.2 Discuss requirements with client to identify priorities.
- 1.3 Identify conditions and client characteristics relevant to hand and foot services and recommend appropriate services or advice.
- 1.4 Identify contraindications to nail services and refer client to

- appropriate professional, as required.
- 1.5 Design treatment plan, confirm with client and record.
2. Prepare for nail service.
- 2.1 Check readiness of treatment area and availability of equipment.
- 2.2 Select products, equipment and personal protective equipment.
- 2.3 Maintain posture to minimise fatigue and risk of injury during treatment.
- 2.4 Prepare client and self for service.
- 2.5 Use energy, water, products and other resources efficiently during preparation and subsequent treatment process.
3. Provide nail service.
- 3.1 Sanitise client hands or feet.
- 3.2 File nails according to treatment plan, minimising damage to natural nail.
- 3.3 Soak feet and exfoliate hard skin as required.
- 3.4 Soak nails and treat cuticles as required.
- 3.5 Massage lower arms and hands or lower legs and feet.
- 3.6 Apply mask and other specialised products as required.
- 3.7 Apply nail polish and finishing products.
4. Review service.
- 4.1 Seek client feedback and update treatment plan.
- 4.2 Provide aftercare advice and recommend products and future services.
- 4.3 Update treatment plan and rebook as required.
5. Clean treatment area.
- 5.1 Remove used towels and clean surfaces and equipment according to organisational policies and procedures.
- 5.2 Restock equipment and products in preparation for next treatment.
- 5.3 Dispose of general waste to minimise negative environmental impacts according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Oral communication skills to:	use effective questioning and active listening techniques to consult with client, confirm requirements and monitor service outcomes.

- Reading skills to:
- interpret and follow manufacturer instructions and safety data sheets for safe use of cleaning and treatment products and equipment.
- Numeracy skills to:
- calculate product quantities, time and price.
- Technology skills to:
- use client software to update client notes, rebook client for future treatment, record stock data and product purchases.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBBNLS001 Provide manicure and pedicare services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate, follow and adjust treatment plans to provide six safe and appropriate manicure and pedicare treatments to clients suitable for the established client treatment objective
- design, record and maintain treatment plans and records for each client specifying details of:
 - after-care advice
 - areas requiring special treatment
 - client feedback
 - colours used
 - contraindications
 - nails analysis
 - products used
 - required services
 - treatment duration and sequence
- provide manicure and pedicare treatments for each client that demonstrate appropriate selection and application of:
 - buffing
 - callous removal
 - coloured nail varnish application
 - cuticle care
 - exfoliation
 - French polish application
 - mask
 - massage hands and feet using different massage movements:
 - effleurage
 - petrissage
 - nail shaping
- recognise contraindications listed in Knowledge Evidence and list relevant practitioners for client referral

- recognise skin and nail conditions and recommend treating products and home care routines
- present self, according to organisational policy
- comply with health and hygiene regulations and requirements.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- state or territory and local council health and hygiene regulations and requirements relevant to providing manicure and pedicure services
- organisational policies and procedures relevant to the provision of manicure and pedicure services:
 - client record management
 - equipment use and maintenance
 - incident reporting
 - linen use and laundry procedures
 - personal hygiene and presentation
 - presentation of treatment area
 - waste disposal
 - work health and safety
- scope of practice as it applies to manicure and pedicure services:
 - when to refer clients to other practitioners
 - importance of not stating a diagnosis of a contraindication
 - other practitioners and relationship to nail services:
 - complementary practitioner
 - medical practitioner
 - podiatrist
- appearance and gross anatomy of skin surrounding natural nail
- anatomy and physiology of nails:
 - structure, growth, shape, and functions of nails
 - nail strength and flexibility
 - factors that affect normal nail growth
 - effects of diseases on healthy nails
- anatomy and physiology of lower arms and hands:
 - bones:
 - radius
 - ulna
 - carpals
 - metacarpals
 - phalanges

- muscles:
 - extensors
 - flexors
 - pronators
- blood supply
- anatomy and physiology of lower legs and feet:
 - bones:
 - tibia
 - fibula
 - talus
 - metatarsals
 - phalanges
 - muscles:
 - gastrocnemius
 - soleus
 - tibialis anterior
 - foot muscles
 - blood supply
- skin and nail conditions which modify treatment and their relationship to nail services:
 - non-contagious hand, foot or nail disorders:
 - Beau's lines
 - blisters
 - bruised nails
 - bunions
 - calluses
 - circulatory problems
 - corns
 - corrugated furrows
 - dermatitis
 - discoloured nails
 - eggshell nails
 - habit tic
 - hammer toes
 - hangnails
 - heel fissures
 - koilonychias
 - leuconychia
 - onychauxis
 - onychocryptosis
 - onycholysis

- onychophagy
- onychorrhexis
- onychotrophia
- pterygium
- splinter haemorrhage
- split or brittle nails
- trauma induced nail malformations
- contraindications which prevent treatment or require referral to health practitioners and relationship to manicure and pedicare services:
 - allergic reactions
 - areas exhibiting loss of tactile sensation
 - bacterial, fungal, parasitic and viral infections
 - bruising or swelling
 - cuts or abrasions
 - diabetics
 - recent fractures or sprains
 - recent operations
- specialised nail products properties, chemical components, and their effects on nails and skin:
 - base coat
 - cuticle care
 - drier
 - exfoliants
 - hands and feet soaking products
 - masks
 - massage mediums
 - moisturisers
 - nail hardeners
 - nail polish removers
 - nail polishes
 - quick dry
 - thinner
 - top coat
- adverse reactions to nail products
- pH range of human skin, nails and manicure and pedicare treatment products
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future services to maintain hand, foot and nail care.

Assessment Conditions

Skills must be demonstrated in a nail services environment; this can be:

- a beauty industry workplace or
- a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different manicure and pedicure needs, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
 - basin
 - hot and cold running water
 - liquid soap
- single use towels or hand dryer.relevant workplace documentation:
 - blank client records
 - organisational policies and procedures relevant to manicure and pedicure services
 - manufacturer instructions and safety data sheets
- texts or online resources that provide information on nail, hand and foot anatomy and physiology, contraindications and disorders.

Assessment must ensure use of:

- cleaning and disinfection products
- client chair
- disposable gloves
- equipment:
 - cuticle pushers
 - disposable pedi paddles
 - disposable nail files
 - manicure and pedicure bowls
 - nail clippers or scissors
 - manicure and pedicure products from comprehensive professional range
 - manicure table and lamp
 - operator chair
- treatment towels, cotton or disposable.

Assessment activities that allow individuals to:

- complete manicure and pedicure services within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors and:

- hold a qualification as a beautician, nail technician or beauty therapist
- have worked as a beautician, nail technician or beauty therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

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