



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



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NAIROBI

CONDUCT MANICURE AND PEDICURE OPERATIONS

UNIT CODE: COS/OS/BT/CR/04/6/B

UNIT DESCRIPTION

This unit covers the competencies required to conduct manicure and pedicure operations. It involves planning and organizing manicure and pedicure operations, setting up and preparing to provide manicure and pedicure services, providing manicure and pedicure services and carrying out post service procedures.

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>Bold and italicized terms are elaborated in the Range</i></p>
1. Plan and organize manicure and pedicure operations	<p>1.1 Resource requirements for manicure and pedicure services are identified and their availability secured as per workplace policy.</p> <p>1.2 Staff is allocated tasks based on job description and competencies.</p> <p>1.3 Operational resources are allocated based on the manicure and pedicure services offered and previous experience.</p> <p>1.4 Manicure and pedicure standard operating procedures are developed and disseminated as per workplace policy.</p> <p>1.5 Inexperienced staff is oriented and inducted as per workplace policy</p> <p>1.6 Staff is supervised as per workplace policy.</p> <p>1.7 Staff adherence to standard operating procedures is monitored as per workplace policy.</p> <p>1.8 Staff remuneration policy is developed and implemented based on organization's objectives.</p> <p>1.9 Laws related to starting and operating a business enterprise are identified and adhered to as per legal requirements.</p>
2. Set up and prepare to provide manicure and pedicure services	<p>2.1 Requirements for manicure and pedicure are identified and gathered as per workplace policy.</p> <p>2.2 Safety and health precautions are observed as per legal requirements.</p> <p>2.3 Tools and equipment are checked for serviceability as per manufacturers' instructions.</p>

	<p>2.4 Manicure and pedicure products and supplies are checked for usability as per legal requirements and manufacturers' instructions.</p> <p>2.5 Personal protective gears are identified and gathered based on service requirements and manufacturer's instructions</p>
3. Provide manicure pedicure services	<p>3.1 Personal protective gears are worn based on manufacturer's instructions.</p> <p>3.2 Client consultation is done as per workplace policy</p> <p>3.3 Hygiene and sanitation principles are observed as per standard operating procedures</p> <p>3.4 Skin and nail plate analysis is conducted as per standard operating procedures</p> <p>3.5 Disorders on skin and nail are identified and action taken based on nature of the disorder</p> <p>3.6 Products and supplies are used as per service required and manufacturers' instructions</p> <p>3.7 Hands and legs are prepared for manicure and pedicures respectively as per standard operating procedures</p> <p>3.8 Manicure procedures are carried out as per standard operating procedures and clients' specification</p> <p>3.9 Pedicure procedures are carried out as per standard operating procedures and clients' specification</p> <p>3.10 Nail polish is applied based on clients' specification and Standard operating procedures</p> <p>3.11 Nail art is applied based on clients' specification and standard operating procedures</p> <p>3.12 After care advice is given as per workplace policy</p>

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range

<p>1. <i>Manicure and pedicure products and supplies</i> may include but not limited to:</p>	<ul style="list-style-type: none"> ● Scrub ● Soap ● Cuticle cream/gel ● Nail polish remover ● Assorted nail polish ● Sanitizer ● Disinfectant ● Antiseptic ● Dry quick polish ● Stencils ● Stamping kits ● Nail dummy ● Assorted bowls ● Assorted towels ● Paraffin wax ● Assorted massage oils ● Assorted moisturizers
<p>2. <i>Preparation of hands and legs for manicure and pedicures</i> may include but not limited to:</p>	<ul style="list-style-type: none"> ● Nail polish removal ● Sanitation
<p>3. <i>Manicure procedures</i> may include but not limited to:</p>	<ul style="list-style-type: none"> ● Basic procedure ● Warm oil ● Paraffin wax ● Mask
<p>4. <i>Pedicure procedures</i> may include but not limited to:</p>	<ul style="list-style-type: none"> ● Basic procedure ● Warm oil ● Paraffin ● wax ● Fish let ● Mask
<p>5. <i>Nail art</i> may include but not limited to</p>	<ul style="list-style-type: none"> ● Glitters ● Marble ● Stickers ● Stencil ● Stamping ● Magnet

	<ul style="list-style-type: none"> • Free hand • Ombre • Fantasy • Slippers
6. <i>Manicure and pedicure tools and equipment</i> may include but not limited to:	<ul style="list-style-type: none"> • Files • Table light • Assorted glass bowls • Nail brushes • Spatulas • Manicure set • Orange stick • Nail peg • Nail scissors • Nail buffer • Corn slicers • Pumice stone • Disposable razors • Scrapers • Foot smoother • Cotton wool • Absorbent towels • 6.18 Foot spa
7. <i>Legal requirements</i> may include but not limited to:	<ul style="list-style-type: none"> • OSH Act • NEMA regulations • Public Health Act Cap 254 • EMCA 2015 • County by-laws • Labour laws • 7.7 KRA act
8. <i>Manicure and pedicure tools and equipment</i> may include but not limited to:	<ul style="list-style-type: none"> • Files • Table light • Assorted glass bowls • Nail brushes • Spatulas • Manicure set • Orange stick • Nail peg • Nail scissors

	<ul style="list-style-type: none"> • Nail buffer • Corn slicers • Pumice stone • Disposable razors • Scrapers • Foot smoother • Cotton wool • Absorbent towels • Foot spa
9. <i>Recyclable</i> supplies may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
10. <i>Non-recyclable</i> supplies may include but not limited to:	<ul style="list-style-type: none"> • Gloves • Applicator • Stencils • Wool
11. <i>Personal protective gears</i> may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
12. <i>Disorders on skin and nails</i> may include but not limited to:	<ul style="list-style-type: none"> • Infectious <ul style="list-style-type: none"> • Bacterial • Fungal • Viral • Non-infectious <ul style="list-style-type: none"> • Allergies • Cuts • Bruises • Burns

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- People skills
- Time management

- Work culture
- Record keeping
- Telephone handling skills
- Complaints handling skills
- Conflict resolution skills
- Negotiation skills
- Analytical skills
- Problem solving
- Critical thinking
- Summarizing and paraphrasing
- Listening skills
- Observations skills
- Organizational skills
- Technology skills

Technical skills

- Polish removal
- Buffing
- Trimming
- Filing
- Cuticle removal
- Polish application
- Balancing
- Designing
- Mixing
- Hand Massage
- Leg massage

Required Knowledge

The individual needs to demonstrate knowledge of: Business operational resources

- Development of standard operating procedures
- Staff remuneration
- Principles of management
- Staff management
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin and nail analysis
- Hand and leg anatomy
- Manicure and pedicure theory
- Product knowledge
- Supplies in manicure and pedicure

- Manicure and pedicure tools and equipment
- Waste management
- Environmental management requirements
- Ethical issues in cosmetology

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	<p>1 .1 Assessment requires evidence that the candidate:</p> <p>1 .2 Identified and secured resource requirements for manicure and pedicure operations.</p> <p>1 .3 Allocated duties and supervised staff.</p> <p>1 .4 Allocated operational resources appropriately.</p> <p>1 .5 Developed and disseminated manicure and pedicure standard operating procedures.</p> <p>1 .6 Developed and implemented staff remuneration policy</p> <p>1 .7 Demonstrated understanding of legal framework of starting and running of a business enterprise.</p> <p>1 .8 Observed safety and health precautions in service delivery.</p> <p>1 .9 Demonstrated ability to use manicure and pedicure tools and equipment.</p> <p>1 .10 Consulted and negotiated with the client appropriately.</p> <p>1 .11 Appropriately conducted skin and nail plate analysis and acted.</p> <p>1 .12 Demonstrated understanding of nails and skin disorders.</p> <p>1 .13 Used manicure and pedicure products and supplies appropriately.</p> <p>1 .14 Demonstrated ability to perform various manicure and pedicure procedures correctly.</p> <p>1 .15 Demonstrated understanding of manicure and pedicure principles procedures.</p> <p>1 .16 Managed and disposed waste appropriately.</p> <p>1 .17 Managed and stored recyclable supplies appropriately.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A functional beauty therapy unit</p>

3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Observation 3.3 Oral questioning 3.4 Interview 3.5 Project 3.6 Portfolio 3.7 Third party report
4. Context of Assessment	<p>Assessment could be conducted:</p> <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the-job 4.3 During industrial attachment
5. Guidance information for assessment	<p>Holistic assessment with related units in the sector is recommended.</p>