



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

CONDUCT NAIL TECHNOLOGY OPERATIONS

UNIT CODE: COS/OS/BT/CR/01/6/B

UNIT DESCRIPTION

This unit covers the competencies required to conduct nail technology operations. It involves planning and organizing nail technology operations, setting up and preparing to provide nail technology services, providing nail technology 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	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
Plan and organize nail technology operations	<p>1 .3 <i>Operational resources</i> are allocated based on the nail technology services offered and previous experience.</p> <p>1 .4 Nail technology 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 <i>legal requirements</i>.</p>
2. Set up and prepare to provide nail technology services	<p>2 .1 Requirements for nail technology service are identified and gathered as per workplace policy.</p> <p>2 .2 <i>Safety and health</i> precautions are observed as per legal requirements.</p> <p>2 .3 Nail technology <i>Tools and equipment</i> are gathered and checked for serviceability as per manufacturers' instructions.</p> <p>2 .4 <i>Nail technology products and supplies</i> are checked for usability as per legal requirements and manufacturers' instructions.</p> <p>2 .5 <i>Personal protective gears</i> are identified and gathered based on service requirements and manufacturer's instructions.</p>

3. Provide nail technology 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 Nails are prepared for nail technology as per standard operating procedures.</p> <p>3.8 Nail technology procedures are conducted as clients' specification and standard operating procedures.</p> <p>3.9 Nail after care advise is given as per workplace policy and standard operating procedures.</p>
4. Carry out post service procedures	<p>4.1 Tools and equipment are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>4.3 Recyclable supplies are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>4.4 Non-recyclable supplies are managed disposed of as per manufacturer's instructions, workplace policy and legal requirements.</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
1. Nail art may include but not limited to:	<ul style="list-style-type: none"> • Glitters • Marble • Jewelry • Stickers • Stencil • Stamping

	<ul style="list-style-type: none"> • Magnet • Free hand • Ombre • Printed • Fantasy • Chrome
2. <i>Nail extension</i> may include but not limited to:	<ul style="list-style-type: none"> • Express tips <ul style="list-style-type: none"> • Coloured • Natural • Glass • Metallic • Welled tips Coloured <ul style="list-style-type: none"> • Natural • Glass • Metallic • French tips
3. <i>Tools and equipment</i> may include but not limited to:	<ul style="list-style-type: none"> • UV/ LED lamps • E-file • Files • Table light • Assorted glass bowls • Assorted brushes • Spatulas • Tip clippers • Manicure set • Orange stick • Mixer • Nail peg • Nail scissors • Nail buffer
4. <i>Nail preparation</i> may include but not limited to:	<ul style="list-style-type: none"> • Basic manicure • Basic pedicure • Nail shaping, • Cuticle grooming, • Callus removal, • Synthetic nail treatments, • Application of nail polish

<p>5. <i>Nail technology procedures</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • Nail extension • Nail extension refill • Nail polish application • Nail art • Nail gel polish application • Nail gel builder application • Nail acrylic builder application • Nail sculpting • Nail fiberglass application • Nail reconstruction
<p>6. <i>Legal requirements</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • OSH act • NEMA regulations • Public Health Act Cap 254 • EMCA 2015 • County by-laws • Labour laws • KRA act
<p>7. <i>Recyclable supplies</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
<p>8. <i>Non-recyclable supplies</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • Gloves • Applicator • Stencils • Wool
<p>9. <i>Personal protective gears</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
<p>10. <i>Disorders on nail and skin</i> may include but not limited to:</p>	<ul style="list-style-type: none"> • Infectious • Bacterial • Fungal • Viral • Non-infectious • 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:

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

Technical skills

- Buffing
- Trimming
- Filing
- Cuticle removal
- Fixing
- Polish application
- UV curing
- Repairing
- Filling
- Balancing
- Designing
- Sculpting
- Mixing

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
- Nail technology
- Nail theory
- Colour spectrum
- Product knowledge
- Supplies in nail technology
- Nail technology tools and equipment
- Waste management
- Environmental management requirements
- Ethical issues in cosmetology
- Legal framework related to business enterprises

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><i>Assessment requires evidence that the candidate:</i></p> <p>1.1 Identified and secured resource requirements for nail technology operations.</p> <p>1.2 Allocated duties and supervised staff.</p> <p>1.3 Allocated operational resources appropriately.</p> <p>1.4 Developed and disseminated nail technology standard operating procedures.</p> <p>1.5 Developed and implemented staff remuneration policy</p> <p>1.6 Demonstrated understanding of legal framework of starting and running of a business enterprise.</p> <p>1.7 Observed safety and health precautions in service delivery.</p> <p>1.8 Demonstrated ability to use nail technology tools and equipment.</p> <p>1.9 Consulted and negotiated with the client.</p> <p>1.10 Appropriately conducted skin and nail plate analysis and care</p> <p>1.11 Demonstrated understanding of nails and skin disorders.</p> <p>1.12 Used nail technology products and supplies appropriately.</p> <p>1.13 Demonstrated ability to perform various nail technology procedures correctly.</p> <p>1.14 Demonstrated understanding of nail technology processes.</p>
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	<p>1.15 Demonstrated understanding of nail after care</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>A beauty therapy workshop with a functional nail technology section.</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Observation</p> <p>3.3 Oral questioning</p> <p>3.4 Interview</p> <p>3.5 Project</p> <p>3.6 Portfolio</p> <p>3.7 Third party report</p>
4. Context of Assessment	<p>Assessment may be conducted:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p>
5. Guidance information for assessment	Holistic assessment with related units in the sector is recommended.