

Nail Technician

Provincial Occupational Standard 2023

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STRUCTURE OF THE OCCUPATIONAL STANDARD

To facilitate the understanding of the occupation, the work performed by tradespersons is divided into the following categories:

Major Work Activity	the largest division within the occupational standard that is comprised of a distinct set of trade activities
Tasks	distinct actions that describe the activities within a major work activity
Sub-tasks	distinct actions that describe the activities within a task
Key Competencies	activities that a person should be able to do in order to be called 'competent' in the trade

The occupational standard also provides the following information:

Trends	changes identified that impact or will impact the trade including work practices, technological advances, and new materials and equipment
Context	information to clarify the intent and meaning of tasks
Required Knowledge	the elements of knowledge that an individual must acquire to adequately perform a task

The appendices located at the end of the occupational standard are described as follows:

Appendix A – Implements	a non-exhaustive list of implements and equipment used in this trade
Appendix B – Glossary	definitions or explanations of selected technical terms used in the occupational standard
Appendix C – Acronyms	a list of acronyms used in the standard with their full name
Appendix D – Major Work Activity and Task Weighting	the major work activity and task percentages which determine the number of questions for each major work activity and task in the provincial certification exam
Appendix E – Pie Chart	a graph which depicts the percentages of exam questions assigned to major work activities
Appendix F – Task Profile Chart	a chart which outlines the major work activities, tasks and sub-tasks of this occupational standard

OCCUPATIONAL STANDARD

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance to industry in Manitoba. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties are aware of circumstances and conditions that may lead to injury or harm. Safe learning experiences and work environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

Safety-conscious attitudes and work practices contribute to a healthy, safe and accident-free work environment. It is imperative to apply and be familiar with workplace health and safety legislation and regulations including Workplace Hazardous Materials Information System (WHMIS) and Safety Data Sheet (SDS). Nail Technicians are responsible for ensuring the safety of themselves and others in the practice of infection control and maintaining a safe work environment. They must follow business protocols and jurisdictional regulations. It is critical that Nail Technicians be constantly aware of their surroundings and the hazards they may encounter.

Safety education is an integral part of training. As safety is an imperative part of all trades, it is assumed and therefore it is not included as a qualifier of any activities. However, the technical safety tasks and sub-tasks specific to the trade are included in this occupational standard.

SCOPE OF THE NAIL TECHNICIAN TRADE

Nail Technicians provide treatments to individuals through their professional knowledge and expertise in the services of nails. The scope of Nail Technician includes work involved with hands, feet and nails.

A Nail Technician performs the following tasks:

- Maintains a safe workplace environment
- Performs infection control
- Completes client information
- Performs reception duties
- Performs spa management functions
- Performs consultation and obtains client consent
- Provides post-treatment care
- Uses communication and mentoring techniques
- Performs manicures and pedicures
- Performs artificial nail applications

OCCUPATIONAL OBSERVATIONS

The demand for esthetic services has changed significantly over the past decade. Recent trends in the industry have led to a more diversified trade for Nail Technicians. Increased knowledge is required because of the wide range of products available for specific applications. New products have led to new and revised techniques. This trend has altered the role and skill requirements of Nail Technicians.

There is a need for thorough pre-service and post-service consultations between the Nail Technician and the client. Nail Technicians are expected to retail products for at-home maintenance programs, further expanding the marketing, product knowledge and skills required in the trade.

Nail Technicians are required to follow current health and safety standards and protocols.

MAJOR WORK ACTIVITY A

PERFORMS SAFETY AND INFECTION CONTROL

Trends

Growing concerns of the spread of communicable diseases have led to an increased emphasis on safety and sanitation. Disposable equipment and supplies are more widely used for safety and sanitation. There is also an ever-increasing importance placed on the standardization of protocols and procedures related to safety, sterilization and sanitation.

Task A-1

Maintains a safe workplace environment.

Context

Nail Technicians must ensure that the workplace environment is safe and sanitary at all times. They must also sterilize implements and dispose of hazardous materials according to established procedures. They must ensure first aid procedures are available.

Required Knowledge

A-1.K1	applicable safety and health standards, and provincial and local regulations
A-1.K2	occupational health hazards and methods of prevention
A-1.K3	PPE equipment, SDS and WHMIS
A-1.K4	types of implements and their maintenance procedures
A-1.K5	sharps containers for disposal of sharp-edged objects
A-1.K6	safety practices and regulations for implements and electric tools
A-1.K7	chemicals and their related hazards
A-1.K8	classes of fires and extinguishers
A-1.K9	fire safety procedures
A-1.K10	storage and handling of flammable liquids and materials
A-1.K11	basic first aid procedures

Sub-task**A-1.01 Assesses workplace safety.****Key Competencies**

- A-1.01.01 identify health and safety hazards
 - A-1.01.02 abide by applicable provincial and local legislation and regulations
-

Sub-task**A-1.02 Cares for common implements.****Key Competencies**

- A-1.02.01 identify types of implements
 - A-1.02.02 perform equipment maintenance procedures
 - A-1.02.03 perform disposal of sharps containers according to applicable regulations
 - A-1.02.04 apply safety practices and regulations for implements
 - A-1.02.05 apply safety practices and regulations for electric tools
 - A-1.02.06 apply safety practices and regulations for disposable tools
-

Sub-task**A-1.03 Handles hazardous materials safely.****Key Competencies**

- A-1.03.01 implement procedures according to SDS and WHMIS
 - A-1.03.02 execute disposal of PPE
 - A-1.03.03 apply procedures for disposal of contaminated linens
 - A-1.03.04 apply procedures for disposal of hazardous materials
 - A-1.03.05 apply storage procedures of hazardous materials
-

Sub-task**A-1.04 Performs first aid.****Key Competencies**

A-1.04.01	identify location of first aid kit
A-1.04.02	use applicable PPE
A-1.04.03	assess level of risks
A-1.04.04	perform emergency protocols
A-1.04.05	conduct first aid procedures
A-1.04.06	obtain client health information via signed consent form

Task A-2 Performs infection control.

Context Nail Technicians must maintain sanitary procedures for workstations and equipment. They must follow established procedures for sanitizing and sterilizing implements and linens. They must maintain a professional appearance and good personal hygiene.

Required Knowledge

A-2.K1	types of medical grade disinfectants
A-2.K2	disinfection procedures for treatment area
A-2.K3	disinfection procedures for equipment
A-2.K4	groups of implements for disposal or sterilization
A-2.K5	decontamination procedures for implements
A-2.K6	use of autoclave
A-2.K7	use of hospital-grade liquid solutions
A-2.K8	use of UV equipment
A-2.K9	spore testing procedure
A-2.K10	storage procedures for sterilized implements
A-2.K11	linen inventory procedure
A-2.K12	use of washer and dryer
A-2.K13	storage procedures for sanitized linens

A-2.K14 professional attire and personal hygiene

Sub-task

A-2.01 Sanitizes workstation and equipment.

Key Competencies

- A-2.01.01 identify medical grade disinfectants
 - A-2.01.02 disinfect treatment area
 - A-2.01.03 disinfect equipment according to manufacturer's specifications
 - A-2.01.04 disinfect all product containers used
-

Sub-task

A-2.02 Sanitizes and sterilizes implements.

Key Competencies

- A-2.02.01 wash hands before and after touching contaminated implements
 - A-2.02.02 identify groups of implements for either disposal or sterilization
 - A-2.02.03 wash and dry implements with antibacterial soap and water
 - A-2.02.04 use autoclave to sterilize metal implements
 - A-2.02.05 use hospital-grade liquid solutions or UV equipment to sterilize non-metal implements
 - A-2.02.06 perform spore testing according to autoclave's manufacturer's specifications
 - A-2.02.07 store sterilized implements in designated sanitized area
-

Sub-task

A-2.03 Sanitizes linens.

Key Competencies

- A-2.03.01 manage existing stocks to ensure an adequate supply of clean linens

- | | |
|-----------|---|
| A-2.03.02 | use washer and dryer according to manufacturer's specifications |
| A-2.03.03 | ensure linens are sanitized after each use to avoid contamination |
| A-2.03.04 | store sanitized linens in designated sanitized area |
-

Sub-task

A-2.04 Practices personal hygiene.

Key Competencies

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|-----------|--|
| A-2.04.01 | wear clean and professional attire |
| A-2.04.02 | maintain personal hygiene and grooming |
| A-2.04.03 | refrain from using scented products |
| A-2.04.04 | wash hands before and after each service |

MAJOR WORK ACTIVITY B

EXECUTES BUSINESS FUNDAMENTALS

Trends	Technology in the Nail Technician trade is used for scheduling, recordkeeping, and bookkeeping. Documentation of the client records is essential in cases of liability and client's confidentiality.
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Task B-3	Completes client information.
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Context	Nail Technicians must obtain signed consent. They must maintain an organized and secure filing system and records. They must maintain client confidentiality and ethical behaviour.
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Required Knowledge

B-3.K1	FIPPA and PHIA
B-3.K2	computerized reservation and customer profile systems
B-3.K3	procedures to complete consent form
B-3.K4	procedures to complete client record card
B-3.K5	procedures to record services provided and results of treatments
B-3.K6	file keeping procedures
B-3.K7	client confidentiality
B-3.K8	workplace professional ethics
B-3.K9	client and staff diversity

Sub-task

B-3.01	Obtains signed consent for personal and medical information.
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Key Competencies

B-3.01.01	record personal and medical information according to FIPPA and PHIA
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B-3.01.02	use secure computerized reservation and customer profile systems
B-3.01.03	complete consent form
B-3.01.04	obtain signed consent for personal and medical information, and applicable services
B-3.01.05	confirm changes to personal and medical information for each visit with signed consent

Sub-task

B-3.02 Records treatment history.

Key Competencies

B-3.02.01	complete client record card and obtain signature
B-3.02.02	record services provided
B-3.02.03	record results of treatments

Sub-task

B-3.03 Maintains an organized filing system.

Key Competencies

B-3.03.01	use a secure system for file keeping according to FIPPA and PHIA
B-3.03.02	review and update files as needed

Sub-task

B-3.04 Practices ethical behaviour.

Key Competencies

B-3.04.01	maintain client confidentiality
B-3.04.02	demonstrate professional ethics
B-3.04.03	follow workplace code of ethics, policies and procedures
B-3.04.04	respond to diversity of client and staff needs

Task B-4**Performs reception duties.**

Context Nail Technicians must professionally interact with clients and perform reception duties. They must have the knowledge and ability to recommend retail products and services.

Required Knowledge

B-4.K1	reception and telephone etiquette
B-4.K2	intake forms
B-4.K3	scheduling systems
B-4.K4	product and service knowledge
B-4.K5	complaint handling protocols

Sub-task**B-4.01 Interacts with clients.****Key Competencies**

B-4.01.01	greet and direct clients
B-4.01.02	provide client with intake forms
B-4.01.03	schedule appointments
B-4.01.04	handle client complaints according to company policies and procedures
B-4.01.05	apply telephone etiquette according to company policies and procedures

Sub-task**B-4.02 Performs retail recommendations.****Key Competencies**

B-4.02.01	demonstrate knowledge of services and products
B-4.02.02	complete sales and service transactions

B-4.02.03	maintain merchandising display
B-4.02.04	maintain current retail promotions

Task B-5

Performs spa management functions.

Context Nail Technicians must maintain accurate sales records, working hours and inventory.

Required Knowledge

B-5.K1	basic cash float count
B-5.K2	nail technician sales report
B-5.K3	end-of-day POS reports
B-5.K4	time sheets, and procedures for recording and submitting working hours
B-5.K5	stocking and inventory procedures
B-5.K6	ordering procedures
B-5.K7	sales trends analysis

Sub-task

B-5.01 **Records individual sales intake.**

Key Competencies

B-5.01.01	maintain cash float
B-5.01.02	obtain individual nail technician sales report
B-5.01.03	perform end-of-day POS reports

Sub-task

B-5.02 **Records working hours.**

Key Competencies

B-5.02.01	complete time sheets
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|-----------|----------------------|
| B-5.02.02 | record working hours |
| B-5.02.03 | submit working hours |

Sub-task

B-5.03 Maintains inventory control.

Key Competencies

- | | |
|-----------|---|
| B-5.03.01 | rotate stocks according to expiry dates |
| B-5.03.02 | maintain accurate inventory numbers |
| B-5.03.03 | report missing or outstanding products |
| B-5.03.04 | check inventory to determine stock |
| B-5.03.05 | determine re-order point, and schedule purchases and deliveries |
| B-5.03.06 | check delivery receipts and verify invoices |
| B-5.03.07 | analyse sales trends |

MAJOR WORK ACTIVITY C

PERFORMS COMMON OCCUPATIONAL SKILLS

Trends Changes are always occurring with new products and services, and the technologies associated with them. This has led to increased public awareness and demand for these new trends.

Task C-6 Performs consultation and obtains client consent.

Context Nail Technicians must maintain a welcoming environment for clients. They must also obtain client-signed consent. They must perform consultation and recommend applicable treatment or service.

Required Knowledge

C-6.K1	types of interpersonal and communication skills
C-6.K2	facility layout/floor plan
C-6.K3	FIPPA and PHIA acts and regulations
C-6.K4	contraindications of service
C-6.K5	medical conditions and side effects, including basic oncology
C-6.K6	allergy testing procedures
C-6.K7	skin and nail conditions, disorders and diseases
C-6.K8	scope of practice
C-6.K9	types of add-on treatment or services

Sub-task

C-6.01 Introduces client to spa.

Key Competencies

C-6.01.01 perform interpersonal skills

- C-6.01.02 perform communication skills
 - C-6.01.03 familiarity with facility layout
-

Sub-task

C-6.02 Obtains signed consent.

Key Competencies

- C-6.02.01 interpret FIPPA and PHIA acts and regulations
 - C-6.02.02 recognize and explain contraindications of service
-

Sub-task

C-6.03 Performs analysis for service requested.

Key Competencies

- C-6.03.01 review and discuss signed consent
 - C-6.03.02 consult and visually examine area of treatment (skin and/or nails)
 - C-6.03.03 perform allergy test prior to treatment
-

Sub-task

C-6.04 Recommends treatment or service.

Key Competencies

- C-6.04.01 recognize and recommend alternate services within scope of practice
- C-6.04.02 refer client to medical professionals if needed
- C-6.04.03 communicate add-on treatment or services

Task C-7**Provides post-treatment care.**

Context Nail Technicians must recommend post-care product suggestions and protocols. They must provide recommendations for follow-up treatment.

Required Knowledge

C-7.K1	product knowledge
C-7.K2	post-care protocols
C-7.K3	product use
C-7.K4	timeline of follow-up treatment
C-7.K5	booking procedures

Sub-task

C-7.01 Provides post-treatment care information.

Key Competencies

C-7.01.01	educate client about post-care regimen
C-7.01.02	provide post-care protocols

Sub-task

C-7.02 Provides post-treatment retail recommendation.

Key Competencies

C-7.02.01	educate client on home care product recommendations
C-7.02.02	educate client on directions for product use

Sub-task

C-7.03 **Recommend and book follow-up treatment.**

Key Competencies

C-7.03.01 provide recommendation and timeline for follow-up treatment
C-7.03.02 book follow-up treatment

Task C-8**Uses communication and mentoring techniques.**

Context Nail Technicians must be able to accurately communicate and actively listen for work tasks, during meetings, and when working with others. Coaching and mentoring skills are essential to this trade when training apprentices.

Required Knowledge

C-8.K1 trade terminology
C-8.K2 effective verbal and non-verbal communication
C-8.K3 types of communication and learning styles
C-8.K4 personal responsibilities and attitudes including continuing education for effective work performance
C-8.K5 harassment and discrimination policies
C-8.K6 mentoring techniques and strategies for teaching workplace skills
C-8.K7 techniques for providing feedback
C-8.K8 organizational structure and communication protocols

Sub-task

C-8.01 **Uses communication techniques.**

Key Competencies

C-8.01.01 demonstrate two-way communication practices
C-8.01.02 use active listening practices
C-8.01.03 receive and respond to feedback on work

- | | |
|-----------|--|
| C-8.01.04 | use questioning to improve communication |
| C-8.01.05 | participate in safety and information meetings |

Sub-task

C-8.02 Uses mentoring techniques.

Key Competencies

- | | |
|-----------|--|
| C-8.02.01 | identify and communicate learning objectives |
| C-8.02.02 | demonstrate performance of a skill to an apprentice |
| C-8.02.03 | set up conditions required for an apprentice to practice a skill |
| C-8.02.04 | assess apprentice's ability to perform tasks with increasing independence |
| C-8.02.05 | give supportive and corrective feedback |
| C-8.02.06 | support apprentices in pursuing technical training opportunities |
| C-8.02.07 | support equity group apprentices |
| C-8.02.08 | implement probationary period for apprentices to assess their suitability to the trade |

MAJOR WORK ACTIVITY D

PERFORMS NAIL CARE SERVICES

Trends There has been an increase in the variety of products and services available for application techniques. This ongoing trend has led to the development of new equipment, technology and methods.

Task D-9

Performs manicures and pedicures.

Context Nail Technicians must follow protocols and procedures when performing manicures and pedicures. They must perform sanitizing procedures and assess nail and skin health.

Required Knowledge

D-9.K1	sanitizing procedures for manicure and pedicure treatment area and equipment
D-9.K2	sterilizing procedures for manicure and pedicure implements
D-9.K3	skin and nail diseases and disorders
D-9.K4	treatment contraindications to medical conditions, medications and products
D-9.K5	nail service protocols and procedures
D-9.K6	product specifications and manufacturer's specifications
D-9.K7	nail shapes and anatomy
D-9.K8	types of filing implements and equipment
D-9.K9	various massage techniques
D-9.K10	gel/polish application and curing

Sub-task

D-9.01 Assesses nail and skin health.

Key Competencies

D-9.01.01 sanitize hands, apply gloves and wear masks

D-9.01.02	sanitize client's hands and/or feet
D-9.01.03	examine client's hands and/or feet for diseases and disorders
D-9.01.04	examine client's hands and/or feet for visible contraindications
D-9.01.05	determine if service is appropriate

Sub-task

D-9.02 Prepares nails.

Key Competencies

D-9.02.01	select the desired colour, method and product of application
D-9.02.02	remove nail enamel and nail embellishments
D-9.02.03	return nail to natural form

Sub-task

D-9.03 Shapes nails.

Key Competencies

D-9.03.01	consult with client and recommend nail shape
D-9.03.02	cut and file nails to desired shape uniformly

Sub-task

D-9.04 Soaks and conditions cuticles.

Key Competencies

D-9.04.01	determine cuticle softening method
D-9.04.02	determine pterygium removal method
D-9.04.03	determine and use equipment
D-9.04.04	treat cuticles

D-9.04.05 remove keratinized proximal nail fold

Sub-task

D-9.05 Repairs natural nails.

Key Competencies

D-9.05.01 select nail repair method, product and equipment

D-9.05.02 perform the repair

Sub-task

D-9.06 Reduces calluses.

Key Competencies

D-9.06.01 determine method of callus removal

D-9.06.02 use industry specific equipment and tools (sterilized or disposable)

D-9.06.03 use products and equipment with proper technique

Sub-task

D-9.07 Massages limbs.

Key Competencies

D-9.07.01 select and apply massage products

D-9.07.02 apply massage techniques

Sub-task

D-9.08 **Applies nail enamel.**

Key Competencies

- D-9.08.01 dehydrate and prepare nails
- D-9.08.02 apply gel/polish according to manufacturer's specifications
- D-9.08.03 remove polish from skin and under nail

Task D-10**Performs artificial nail applications.**

Context Nail Technicians must perform sanitizing procedures and assess nail and skin health. They must prepare, repair and execute artificial nail applications according to manufacturer's specifications.

Required Knowledge

- D-10.K1 sanitizing procedures for artificial nail treatment area and equipment/implements
- D-10.K2 skin and nail diseases and disorders
- D-10.K3 treatment contraindications to medical conditions, medications and products
- D-10.K4 nail service protocols and procedures
- D-10.K5 product specifications and manufacturer's specifications
- D-10.K6 nail shapes and anatomy
- D-10.K7 types of filing implements and equipment
- D-10.K8 various massage techniques
- D-10.K9 gel/polish application and curing

Sub-task

D-10.01 **Assesses nail and skin health.**

Key Competencies

- D-10.01.01 sanitize hands, apply gloves and wear masks

D-10.01.02	sanitize client's hands and/or feet
D-10.01.03	examine client's hands and/or feet for diseases and disorders
D-10.01.04	examine client's hands and/or feet for visible contraindications
D-10.01.05	determine if service is appropriate

Sub-task

D-10.02 Prepares for artificial nail application.

Key Competencies

D-10.02.01	select the desired colour, method and product of application
D-10.02.02	remove nail enamel and embellishments
D-10.02.03	prepare and dehydrate nail surface according to manufacturer's specifications

Sub-task

D-10.03 Executes and repairs artificial nail applications.

Key Competencies

D-10.03.01	use desired products according to manufacturer's specifications
D-10.03.02	use implements and tools according to proper techniques
D-10.03.03	use equipment according to manufacturer's specifications
D-10.03.04	shape artificial nails to client's desire
D-10.03.05	apply gel/polish according to manufacturer's specifications

APPENDICES

acrylic nail brush
adhesive
air brush nail art supplies
alcohol
applicator/spray bottle
artificial nail form
artificial nail tip
autoclave
autoclave disposable bags
blanket
booking system
broom
bucket
buffer
calculator
cash drawer or register
client attire (wrap, gown, robe, slippers)
client record
coat racks/hooks
computer and software
cosmetic brush/applicator
cotton
cuticle nipper
cuticle scissors
dappen dish
disposable cuticle stone
disposable plastic foot bath liner
disposable plastic paraffin bag
disposable undergarment
dryer (clothes)
dustpan
electric hand and foot mitts
electric nail file and bit
emery board (disposable)
examination sheet
eye pads
eyebrow brush
eyewash station
facial bed
facial tissues
finger cots

first aid kit
foil
gauze
gel nail brush
gloves
hand mirrors
head band
hot oil warmer
hot towel caddy
ingrown file
laundry basket
linens
magnifying lamp
manicure cart
manicure finger bowl
manicure pillow
manicure scissors
manicure/pedicure lamp
manicure/pedicure table
massage tools
measuring cups
measuring cups and spray bottles
medical face mask
metal curette
metal cuticle pusher
metal excavator
metal nail clipper
metal nail file
metal or disposable foot file
metal tip cutter
mirrors
mop
nail art brush and embellishment
nail brush
nail tip organizer box
nail wrap (silk or fibreglass)
notebook
oil heater
paper tissue
paraffin
pedicure cart
pedicure client chair

pedicure foot bath
pedicure foot rest
pedicure slippers
pedicure stool
pedicure toe separators
plastic film
plastic sheet
plastic, metal or glass bowl
policy manual
polymer and monomer dish with lid
product scale
protective cap
recycling container (biohazard)
retail display shelves/cabinets
safety glasses
sanitizing jar
scissors
SDS binder
sharps container
sheet
smock/salon gown
solvent pumps
spatula

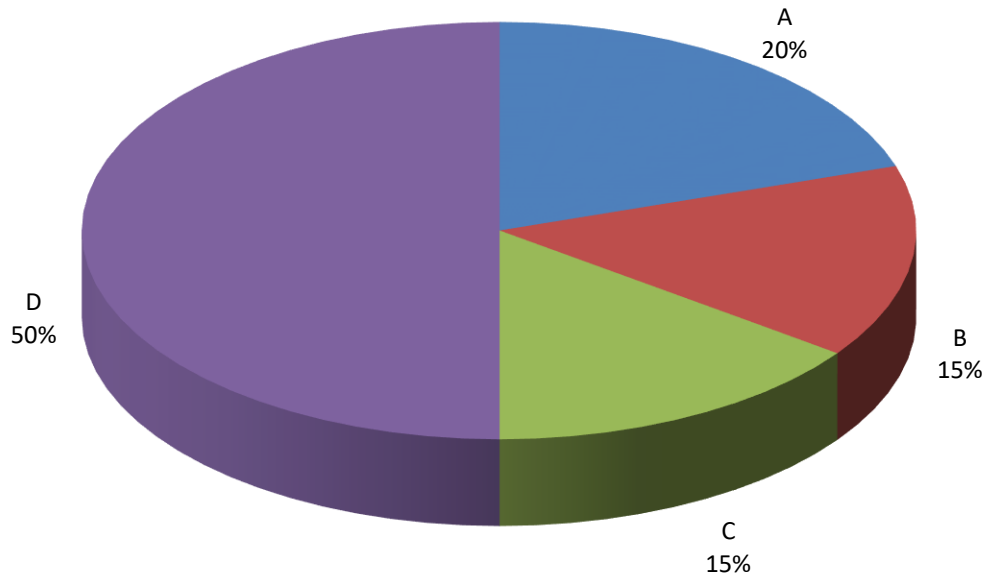
sponge
spore testing kit
sterilizer jar
stir stick
suction dust fan
swivel chair
telephone/answering machine
terry cloth booties and mitts
thermo bath
timer
towel (terry, paper)
treatment mitt
tweezers
UV and/or LED lamp
UV sanitizer
vacuum cleaner
washing machine
waste can
water bowl
wet sanitizer
WHMIS binder
wooden stick (disposable)
wooden wax applicator

customer profile	includes personal information
keratinized proximal nail fold	non-living cuticles; dead skin
linen	includes towels, bedding, robes, client's attire
massage techniques	includes relaxation
nail embellishments	includes gel polish, nail design, artificial nails
pterygium	an abnormality of the nail unit; it refers to a wing-shaped cutaneous fold arising from the proximal nail fold that fuses with the nail matrix and then the nail bed
spa	a commercial establishment offering wellness and beauty treatments through the means of using professional procedures, protocols and equipment

FIPPA	The Freedom of Information and Protection of Privacy Act
LED	light emitting diode
PHIA	The Personal Health Information Act
POS	point of sale or point of purchase
PPE	personal protective equipment
SDS	safety data sheet
UV	ultraviolet
WHMIS	Workplace Hazardous Materials Information System

APPENDIX D**MAJOR WORK ACTIVITY (MWA)
AND TASK WEIGHTING**

MWA A	PERFORMS SAFETY AND INFECTION CONTROL	20%
Task A-1	Maintains a safe workplace environment.	8%
Task A-2	Performs infection control.	12%
MWA B	EXECUTES BUSINESS FUNDAMENTALS	15%
Task B-3	Completes client information.	4%
Task B-4	Performs reception duties.	4%
Task B-5	Performs spa management functions.	7%
MWA C	PERFORMS COMMON OCCUPATIONAL SKILLS	15%
Task C-6	Performs consultation and obtains client consent.	6%
Task C-7	Provides post-treatment care.	3%
Task C-8	Uses communication and mentoring techniques.	6%
MWA D	PERFORMS NAIL CARE SERVICES	50%
Task D-9	Performs manicures and pedicures.	35%
Task D-10	Performs artificial nail applications.	15%


TITLES OF MAJOR WORK ACTIVITIES (MWA)

MWA A	Performs Safety and Infection Control	MWA C	Performs Common Occupational Skills
MWA B	Executes Business Fundamentals	MWA D	Performs Nail Care Services

* Average percentage of the total number of questions on a provincial examination, assigned to assess each major work activity of the occupational standard, as derived from the collective input from workers within the occupation. Provincial certification examinations typically have from 100 to 150 multiple-choice questions.

APPENDIX F

TASK PROFILE CHART – Nail Technician

MWA	TASKS	SUB-TASKS			
A – PERFORMS SAFETY AND INFECTION CONTROL	A-1 Maintains a safe workplace environment.	A-1.01 Assesses workplace safety.	A-1.02 Cares for common implements.	A-1.03 Handles hazardous materials safely.	A-1.04 Performs first aid.
	A-2 Performs infection control.	A-2.01 Sanitizes workstation and equipment.	A-2.02 Sanitizes and sterilizes implements.	A-2.03 Sanitizes linens.	A-2.04 Practices personal hygiene.
B – EXECUTES BUSINESS FUNDAMENTALS	B-3 Completes client information.	B-3.01 Obtains signed consent for personal and medical information.	B-3.02 Records treatment history.	B-3.03 Maintains an organized filing system.	B-3.04 Practices ethical behaviour.
	B-4 Performs reception duties.	B-4.01 Interacts with clients.	B-4.02 Performs retail recommendations.		
	B-5 Performs spa management functions.	B-5.01 Records individual sales intake.	B-5.02 Records working hours.	B-5.03 Maintains inventory control.	
C – PERFORMS COMMON OCCUPATIONAL SKILLS	C-6 Performs consultation and obtains client consent.	C-6.01 Introduces client to spa.	C-6.02 Obtains signed consent.	C-6.03 Performs analysis for service requested.	C-6.04 Recommends treatment or service.
	C-7 Provides post-treatment care.	C-7.01 Provides post-treatment care information.	C-7.02 Provides post-treatment retail recommendations.	C-7.03 Recommends and books follow-up treatment.	

	C-8 Uses communication and mentoring techniques.	C-8.01 Uses communication techniques.	C-8.02 Uses mentoring techniques.		
D – PERFORMS NAIL CARE SERVICES	D-9 Performs manicures and pedicures.	D-9.01 Assesses nail and skin health.	D-9.02 Prepares nails.	D-9.03 Shapes nails.	D-9.04 Soaks and conditions cuticles.
		D-9.05 Repairs natural nails.	D-9.06 Reduces calluses.	D-9.07 Massages limbs.	D-9.08 Applies nail enamel.
	D-10 Performs artificial nail applications.	D-10.01 Assesses nail and skin health.	D-10.02 Prepares for artificial nail application.	D-10.03 Executes and repairs artificial nail applications.	