

NAIL TECHNICIAN

Provincial Occupational Analysis

2013

Apprenticeship
Manitoba

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GUIDE TO ANALYSIS

DEVELOPMENT OF ANALYSIS

A draft analysis is developed by a knowledgeable consultant who, with the assistance of a committee of industry experts, identifies all the tasks performed in the occupation.

The analysis is forwarded to specialists in the field for validation. Their recommendations are assessed and incorporated into the final draft which also includes the identification of the common core tasks performed in the occupation.

STRUCTURE OF ANALYSIS

To facilitate the understanding of the nature of the occupation, the work performed is divided into the following divisions:

BLOCK

Is the largest division within the analysis and reflects a distinct operation relevant to the occupation.

TASK

Is the distinct activity that, combined with others, makes up the logical and necessary steps the worker is required to perform to complete a specific assignment within a "BLOCK."

SUB-TASK

Is the smallest division into which it is practical to subdivide any work activity and, combined with others, fully describes all duties constituting a "TASK."

Supporting Knowledge and Abilities

The element of skill and knowledge that an individual must acquire to perform the task adequately.

Trends

Any shifts or changes in technology which affect the blocks are identified under this heading.

VALIDATION METHOD

A draft of the analysis is sent to a representative number of trade experts in Manitoba for validation. The trade expert reviews each sub-task in the analysis and provides feedback on whether it is performed by workers in the occupation in Manitoba.

The Provincial Advisory Committee (PAC) applies percentage ratings to the blocks and tasks. This method for validation identifies common core tasks across Manitoba and establishes the relative importance of the blocks and tasks for the creation of a provincial certification examination.

DEFINITIONS

- YES:** the sub-task is performed by workers in the occupation.
- NO:** the sub-task is not performed by workers in the occupation.
- BLOCK %:** the average number of questions (items), derived from the collective decision made by the Provincial Advisory Committee, which will be placed on a provincial examination to assess each block of the analysis.
- TASK %:** the average number of questions (items), derived from the collective decision made by the Provincial Advisory Committee, which will be placed on a provincial examination to assess each task of the analysis.

PIE CHART (APPENDIX “C”)

The pie chart depicts the percentages the Committee assigned to blocks in the analysis during validation.

SCOPE OF THE TRADE: NAIL TECHNICIAN

Nail Technicians provide a service to individuals through their professional knowledge and expertise in the use of nail products and treatments.

A nail technician performs the following:

- Performing manicures and pedicures
- Removal of nail enamel, nail buffing and applying nail enamel
- Cleaning and shaping nails to make them more attractive
- Enhancing nails
- Extending natural nails with enhancement products
- Wrapping nails to mend and strengthen
- Applying temporary nail tips
- Applying U-V-cured polish and extended-wear polish
- Decorating clients' nails with designs or attaching ornaments to nails
- Applying artificial nails
- Caring for the skin of hands and feet

OBSERVATIONS AND TRENDS ARISING FROM ANALYSIS

The demand for nail care 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 nail care applications, such as gel nails, U-V-cured polish and extended-wear polish, nail art, and air brushing. Also, these new products have led to new and revised techniques. The demand for nail technicians should remain strong as clients' requests for the latest products and services continue to grow.

ANALYSIS

BLOCK A

SAFETY AND SANITATION

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 convenience and sanitation. There is also an ever-increasing importance being placed on standardization of protocols and procedures related to safety and sanitation.

TASK 1 MAINTAINS A SAFE WORKPLACE ENVIRONMENT.

Sub-task

1.01 Assesses workplace safety.

Supporting Knowledge and Abilities

Knowledge of applicable safety and health standards, provincial and local regulations

Knowledge of occupational health hazards and methods of prevention

Knowledge of personal protective wear such as face mask, protective eyewear, gloves

Ability to identify health and safety hazards, in order to eliminate human injuries, damage to tools, equipment and environmental contamination

Ability to abide by governing legislation and regulations by the Province of Manitoba

1.02 Cares for common tools and equipment.

Supporting Knowledge and Abilities

Knowledge of basic maintenance requirements for tools and equipment, according to manufacturer's instructions

Knowledge of sharps containers for disposal of sharp-edged objects

Knowledge of safety practices and regulations for common hand/electric tools

Ability to perform basic maintenance according to manufacturer's instructions

1.03 Handles hazardous materials safely.

Supporting Knowledge and Abilities

knowledge of the various products, chemicals and their related hazards

knowledge of WHMIS and MSDS

ability to handle various products for personal and client's safety

ability to obtain WHMIS and MSDS

ability to follow manufacturers' specifications

ability to determine one's legal right if working under hazardous conditions

1.04 Practices effective fire prevention.

Supporting Knowledge and Abilities

knowledge of various classes of fires and extinguishers

knowledge of proper storage and handling of flammable liquids and materials

knowledge of fire safety

ability to locate fire extinguishers, fire exits and fire department phone numbers

ability to operate emergency safety equipment

ability to follow emergency safety procedures

1.05 Practices first aid and CPR. **Supporting Knowledge and Abilities**

knowledge of basic first aid and CPR

ability to perform first aid and CPR

TASK 2 SANITIZES/DISINFECTS AND STERILIZES.

Subtask

2.01 Sanitizes workstation. **Supporting Knowledge and Abilities**

Knowledge of Health Canada/Jurisdictional health standards

Knowledge of Manufacturer's specifications

Knowledge of solution ratios and strength(s)

Knowledge of sanitation aspects regarding the use of workstations

Ability to sanitize workstation

2.02 Sanitizes and sterilizes equipment. **Supporting Knowledge and Abilities**

Knowledge of washing implements before the sanitation and sterilization process

Ability to wash implements before the sanitation and sterilization process

Ability to use autoclave or dry heat

2.03 Sanitizes bedding and towels. **Supporting Knowledge and Abilities**

Knowledge of the correct use of washer and dryer

Ability to manage existing stock, to ensure an adequate supply of clean bedding and towels

Ability to use washer and dryer according to manufacturer's instructions

2.04 Practices infection control.

Supporting Knowledge and Abilities

Knowledge of the spread of infectious diseases and methods of prevention

Knowledge of housekeeping operations

Knowledge of personal and public hygiene

Ability to sort waste products for recycling

2.05 Practices personal hygiene.

Supporting Knowledge and Abilities

Knowledge of proper attire, personal hygiene, and personal grooming

Ability to maintain proper attire, personal hygiene, and personal grooming

BLOCK B

BUSINESS MANAGEMENT

Trends:

Computers and software for the Nail Technician trade are now used for scheduling, recordkeeping, and bookkeeping. The documentation of clients' records is important in cases of liability.

TASK 3 COMPLETES CLIENT INFORMATION RECORD.

Sub-task

3.01 Obtains personal and medical information.

Supporting Knowledge and Abilities

Knowledge of recordkeeping

Knowledge of allergic reactions and treatment contraindications

Knowledge of medical conditions for specific clients

Knowledge of *The Freedom of Information and Protection of Privacy Act* (Manitoba)(S.M.1997,c.50-cap.F175

Ability to record data on record cards and forms and/or use a computer data file

3.02 Records treatments.

Supporting Knowledge and Abilities

Ability to record services provided and results of treatments to clients

Ability to record results of treatment analysis

Ability to complete a client's record card and obtain signature

3.03 Maintains an organized filing system.

Supporting Knowledge and Abilities

Knowledge of filing systems and techniques

Ability to use a system for file keeping

Ability to review and update files

Ability to file routinely and systematically

3.04 Practices ethical behaviour.

Supporting Knowledge and Abilities

Knowledge of business ethics

Ability to demonstrate professional ethics

Ability to maintain client confidentiality

TASK 4 PERFORMS RECEPTION DUTIES.

Sub-task

4.01 Interacts with clients.

Supporting Knowledge and Abilities

Knowledge of interpersonal relations

Knowledge of telephone etiquette

Ability to greet and direct clients

Ability to schedule appointments

Ability to handle client concerns

Ability to demonstrate professionalism, initiative, courtesy, tact, discretion, flexibility

Ability to analyze, handle and settle complaints according to company policies

4.02 Performs retail functions. Supporting Knowledge and Abilities

- Knowledge of services/products and their costs
- Knowledge of salon policy regarding product pricing
- Knowledge of sales transaction procedures
- Knowledge of attractive display techniques
- Knowledge of product promotion
- Ability to price products
- Ability to complete sales/service transactions
- Ability to display products attractively
- Ability to promote products to clients

4.03 Maintains office and waiting area. Supporting Knowledge and Abilities

- Knowledge of professional image of reception areas
- Ability to maintain attractive, clean and comfortable salon

TASK 5 PERFORMS SALON MANAGEMENT FUNCTIONS.

Sub-task

5.01 Tallies individual daily intake. Supporting Knowledge and Abilities

- Knowledge of basic math calculations
- Knowledge of salon's policy on timesheets
- Ability to record individual technician's intake
- Ability to tally sales slips and record results to master sheet
- Ability to compute mentally and/or use electronic devices

5.02 Records working hours.

Supporting Knowledge and Abilities

Knowledge of salon's policy on timesheets

Ability to complete timesheets

Ability to record working hours

5.03 Maintains inventory control.

Supporting Knowledge and Abilities

Knowledge of importance of inventory control

Knowledge of safe practices for lifting and stocking

Ability to check inventory, order supplies, count and organize received supplies, complete inventory forms and follow-up

Ability to delete products sold and restock new products

Ability to rotate stock

Ability to write legibly and compute accurately

Ability to report missing and/or outstanding products

Ability to analyze sales trends

Ability to determine re-order point, schedule purchases and deliveries, check delivery receipts and verify invoices

Ability to check expiry dates

Ability to stock in an organized manner

BLOCK C
BASIC JOB SKILLS

Trends:

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

TASK 6 PERFORMS A CONSULTATION.

Sub-task

6.01	Introduces and orients client to salon.	Supporting Knowledge and Abilities Knowledge of interpersonal relations Ability to interact effectively with clients Ability to communicate to interpret client's instructions
6.02	Performs analysis for service requested.	Supporting Knowledge and Abilities Knowledge of sensitivity-testing procedures Knowledge of service related diseases and disorders Ability to assess and analyze client's needs
6.03	Recommends treatment or service.	Supporting Knowledge and Abilities Knowledge of products, procedures and side effects Ability to recommend services based on analysis and appropriate treatment

TASK 7 PERFORMS SERVICE.

Sub-task

7.01 Prepares client.

Supporting Knowledge and Abilities

Knowledge of removal and securing of client's personal belongings

Knowledge of draping and positioning client

Ability to select cleansing products

Ability to handle chemical products

7.02 Carries out service.

Supporting Knowledge and Abilities

Knowledge of service procedures.

Ability to provide service.

7.03 Provides post-treatment care information and/or products.

Supporting Knowledge and Abilities

Knowledge of post-treatment products

Ability to assist client in departure

Ability to instruct clients regarding post-treatment care and future appointments

BLOCK D

NAIL CARE

Trends:

There has been an increased demand by consumers for product knowledge because of the wide range of products available for specific applications. There is an ongoing increase in the kinds of products available and the technology associated with them.

TASK 8 PERFORMS MANICURES/PEDICURES.

Sub-task

8.01	Assesses hand and foot nail health.	Supporting Knowledge and Abilities Knowledge of proper sanitization procedures for hands and feet
8.02	Prepares client's nails.	Supporting Knowledge and Abilities Knowledge of nail enamel and U-V-cured products Ability to remove nail enamel and U-V-cured products Ability to choose nail enamel colour according to client's request
8.03	Shapes nails.	Supporting Knowledge and Abilities Knowledge of filing nails Ability to shape and file nails uniformly
8.04	Shape, soak and condition cuticles.	Supporting Knowledge and Abilities Knowledge of soaking techniques, products and equipment Knowledge of excess pterygium Ability to use appropriate equipment

Ability to remove excess pterygium

8.05 Reduces calluses.

Supporting Knowledge and Abilities

Knowledge of products and equipment, their appropriate use and when to use on a client

Knowledge of filing techniques

Ability to use equipment and dispose of used blades safely

Ability to use products and equipment with the appropriate technique

8.06 Massages limbs.

Supporting Knowledge and Abilities

Knowledge of various massage products and techniques

Ability to use massage products and techniques

Ability to remove massage products

8.07 Applies nail enamel.

Supporting Knowledge and Abilities

Knowledge of techniques to apply nail enamel and support products

Ability to apply nail enamel and support products

8.08 Repairs natural nails.

Supporting Knowledge and Abilities

Knowledge of nail buffer products and equipment

Knowledge of nail buffing technique

Ability to use products and equipment with the appropriate nail buffing techniques

TASK 9 PERFORMS ARTIFICIAL NAIL APPLICATIONS.

Sub-task

9.01	Prepares for artificial nail application.	Supporting Knowledge and Abilities Knowledge of appropriate tools, equipment and products to prepare for artificial nail application Ability to use appropriate tools, equipment and products to prepare for artificial nail application
9.02	Applies artificial nail product.	Supporting Knowledge and Abilities Knowledge of products for wraps/gels/acrylics/U-V-cured products Knowledge of techniques to apply products according to manufacturer's instructions Ability to apply products according to the manufacturers' instructions
9.03	Repairs and/or maintains artificial nails.	Supporting Knowledge and Abilities Knowledge of nail repair products and equipment Knowledge of nail buffing techniques Ability to identify nail problems Ability to use products with the appropriate techniques Ability to use products according to the manufacturers' directions

APPENDICES

Appendix “A”

Implements and Equipment: Nail Technician

Nail technicians commonly use the following implements and equipment:

Adhesives	Nail Clippers
Alcohol Sanitizer	Oil Heater
Appointment Book	Pedicure Client Chair
Artificial Nail Buffer	Pedicure Foot Rest
Brooms	Pedicure Nail Pushers
Buckets	Pedicure Hook
Buffer	Pedicure Callus Remover
Calculator	Pedicure Foot Buffer/File
Cash Drawer or Register	Pedicure Toe Separators
Client Record Cards	Pedicure Slippers
Computer and Software	Plastic Film
Cotton	Plastic or Glass Bowl
Cuticle Nippers	Policy Manual
Cuticle Stick (disposable)	Recycling Containers (Biohazard)
Double-ended corner file	Safety Eyewear
Dryer (Clothes)	Sharps Containers
Dustpan	Spatula
Electric Nail Buffer	Sterilizers (dry heat/autoclave)
Emery Board (disposable)	Surgical Face Mask
Excavator	Swivel Chair
Eye Wash Station	Telephone/Answering Machine
File Board (sanitizable)	Thermobath
First Aid Kit	Timer
Gloves	Towels
Laundry Basket	Ultraviolet Equipment
Manicure Finger Bowl	Vacuum Cleaner
Manicure Mitts	Washing Machine
Manicure Pillow	Waste Can
Manicure Scissors	Water Bowl
Manicure Table	Wet Sanitizer
Mirrors	WHMIS binder
Mop	
Nail Brush	

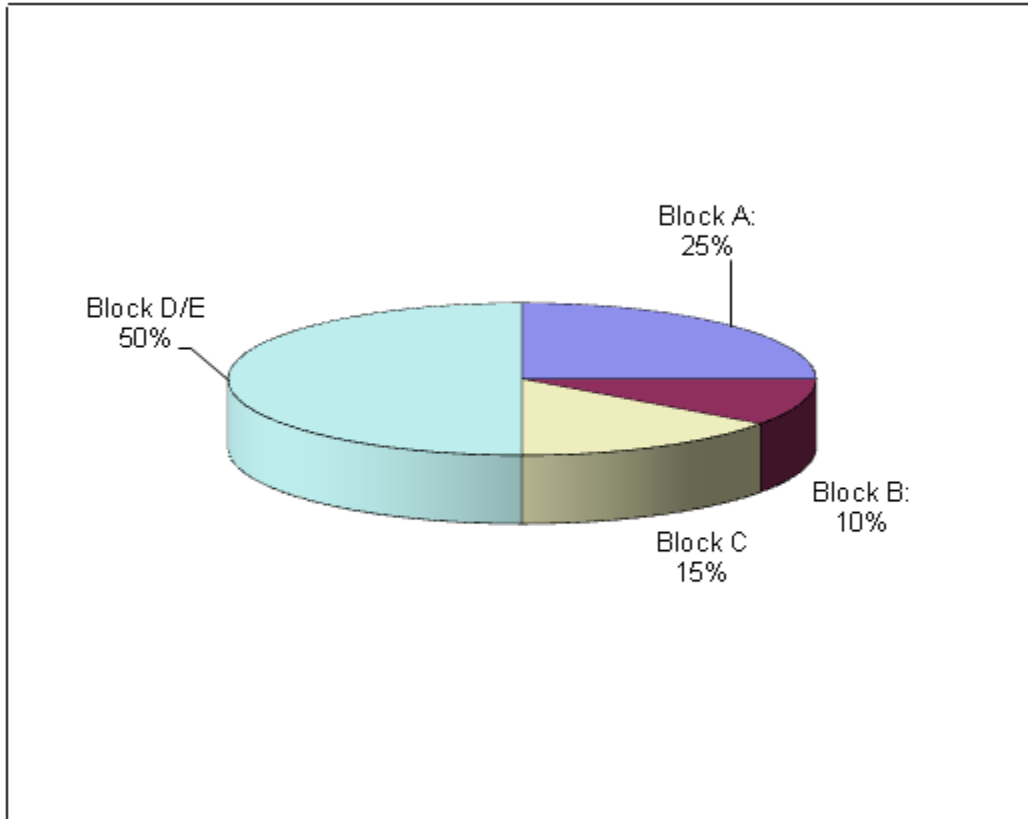
Appendix B: Nail Care Technician

Glossary

Antiseptic	Chemical agent that prevents the growth of bacteria.
Base Coat	A clear liquid similar to nail enamel which is applied to fingernails before the application of nail enamel.
Buffer Grit	The fine or coarse texture of a buffer.
Callus	Skin that has become hardened.
Cuticle	The crescent of toughened skin around the base of fingernails and toe nails.
Disinfect	To destroy micro-organisms on any object.
Disinfectant	A chemical agent that kills bacteria (stronger than an antiseptic).
Massage	A rubbing and kneading of the body to stimulate the circulation of the blood and make the muscles and joints more supple.
Sanitation	The maintenance of sanitary conditions to promote hygiene and the prevention of disease.
Sterilize	To make free from all bacteria (harmful or beneficial).
Top Coat	Liquid sealer or colourless nail enamel applied as a final gloss finish to prevent chipping.

Appendix “C”

Block Percentages



Titles of Blocks

Block A	Safety and Sanitation
Block B	Business Management
Block C	Basic Job Skills
Block D	Nail Care

The average number of questions, derived from the collective decision made by workers within the occupation from all areas of the province, which will be placed on a one-hundred question provincial examination to assess each block of the analysis.

Appendix “D”

NAIL TECHNICIAN Task Profile Chart

BLOCKS	TASKS	SUB-TASKS				
A Safety and Sanitation	1. Maintains a safe workplace environment.	1.01 Assesses workplace safety.	1.02 Cares for common tools and equipment.	1.03 Handles hazardous materials safely.	1.04 Practices effective fire prevention.	1.05 Practices first aid and CPR.
	2. Sanitizes/ disinfects and sterilizes.	2.01 Sanitizes work station.	2.02 Sanitizes and sterilizes equipment.	2.03 Sanitizes bedding and towels.	2.04 Practices infection control.	2.05 Practices personal hygiene.
B Business Management	3. Completes client information record.	3.01 Obtains personal and medical information.	3.02 Records treatments.	3.03 Maintains an organized filing system.	3.04 Practices ethical behavior.	
	4. Performs reception duties.	4.01 Interacts with clients.	4.02 Performs retail functions.	4.03 Maintains office and waiting area.		
	5. Performs salon management functions.	5.01 Tallies individual daily intake.	5.02 Records working hours.	5.03 Maintains inventory control.		
C Basic Job Skills	6. Performs a consultation.	6.01 Introduces and orients client to salon.	6.02 Performs analysis for service requested.	6.03 Recommends treatment or service.		

BLOCKS**TASKS****SUB-TASKS**

7. Performs service.	7.01 Prepares client.	7.02 Carries out service.	7.03 Provides post-treatment care information and/or products.
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D Nail Care	8. Performs manicures/ Pedicures.	8.01 Assesses hand and foot nail health.	8.02 Prepares client's nails.	8.03 Shapes nails.	8.04 Shape, soak and condition cuticles.	8.05 Reduces calluses.
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8.06 Massages limbs.	8.07 Applies nail enamel.	8.08 Repairs natural nails.
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9. Performs artificial nail applications.	9.01 Prepares for artificial nail application.	9.02 Applies artificial nail product.	9.03 Repairs and/or maintains artificial nails.
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