



Saskatchewan  
Apprenticeship and  
Trade Certification  
Commission



Apprenticeship

1-877-363-0536  
[www.saskapprenticeship.ca](http://www.saskapprenticeship.ca)

# Provincial Occupational Analysis

# Esthetician-Skin Care Technician

**2018**

Saskatchewan Apprenticeship and Trade  
Certification Commission  
Trade Number: 94  
June 1, 2018



Online: [www.saskapprenticeship.ca](http://www.saskapprenticeship.ca)

*Recognition:*

*To promote transparency and consistency, this document has been adapted from the National Occupational Analysis (Employment and Social Development Canada (ESDC)).*

**Background**

The POAs have the following objectives:

- to describe and group the tasks performed by skilled workers in Saskatchewan;
- to develop instruments for use in the preparation of certification examinations and curricula for training leading to the certification of skilled workers;
- to supply stakeholders such as employers, employees, associations, industries, training institutions and governments with analyses of occupations.

# TABLE OF CONTENTS

<b>FOREWORD</b>	I
<b>TABLE OF CONTENTS</b>	II
<b>STRUCTURE OF ANALYSIS</b>	IV
<b>DEVELOPMENT AND VALIDATION OF ANALYSIS</b>	VI

## ANALYSIS

<b>SAFETY</b>	2	
<b>SCOPE OF THE ESTHETICIAN-SKIN CARE TECHNICIAN TRADE</b>	3	
<b>OCCUPATIONAL OBSERVATIONS</b>	4	
<b>ESSENTIAL SKILLS SUMMARY</b>	5	
<b>BLOCK A</b>	<b>COMMON OCCUPATIONAL SKILLS</b>	
Task 1	Uses and maintains tools and equipment.	7
Task 2	Performs safety related activities.	10
Task 3	Performs sanitation, disinfection, and sterilization.	12
Task 4	Consults with clients.	13
<b>BLOCK B</b>	<b>BUSINESS MANAGEMENT</b>	
Task 5	Completes client information card.	15
Task 6	Performs reception duties.	16
Task 7	Performs salon management functions.	18
<b>BLOCK C</b>	<b>NAIL CARE</b>	
Task 8	Assesses hand, foot, and nail health.	20
Task 9	Performs manicure.	21
Task 10	Performs pedicure.	22
Task 11	Performs specialized services.	24
Task 12	Finishes nails	25

<b>BLOCK D</b>	<b>SKIN CARE</b>	
Task 13	Examines skin.	26
Task 14	Body treatment procedures.	27
Task 15	Performs facial.	28
Task 16	Removes unwanted hair.	29
Task 17	Applies makeup and enhancement applications.	30
Task 18	Tints eyebrows and eyelashes.	31

### **APPENDICES**

<b>APPENDIX A</b>	<b>TOOLS AND EQUIPMENT</b>	36
<b>APPENDIX B</b>	<b>GLOSSARY</b>	38
<b>APPENDIX C</b>	<b>ACRONYMS</b>	39
<b>APPENDIX D</b>	<b>BLOCKS AND TASKS WEIGHTING</b>	40
<b>APPENDIX E</b>	<b>PIE CHART</b>	42
<b>APPENDIX F</b>	<b>TASK PROFILE CHART</b>	43

### What does a POA look like? How do I read it?

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

<b>Blocks</b>	the largest division within the analysis that is comprised of a distinct set of trade activities
<b>Tasks</b>	distinct actions that describe the activities within a block
<b>Sub-Tasks</b>	distinct actions that describe the activities within a task
<b>Key Competencies</b>	activities that a person should be able to do in order to be called 'competent' in the trade

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

**Appendix A –  
TOOLS AND  
EQUIPMENT**

a non-exhaustive list of tools and equipment use in this trade

**Appendix B –  
GLOSSARY**

definitions or explanations of selected technical terms used in the analysis

**Appendix C –  
ACRONYMS**

a list of acronyms used in the analysis with their full name

**Appendix D –  
BLOCK AND TASK  
WEIGHTING**

the block and task percentages submitted by industry, and the provincial averages of these percentages; these provincial averages determine the number of questions for each block and task of the provincial examination

**Appendix E –  
PIE CHART**

a graph which depicts the provincial percentages of examination questions assigned to blocks

**Appendix F –  
TASK PROFILE  
CHART**

A chart which outlines graphically the blocks, tasks and sub-tasks of this analysis

### Development of Analysis (POA)

An analysis is developed by a committee of industry experts in the field, led by the program development team for the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC). This analysis breaks down all the tasks performed in the occupation and describes the required knowledge and key competencies required for a tradesperson to demonstrate competence in the trade.

### Validation and Weighting

The analysis is reviewed with industry for validation and weighting. SATCC consults with industry to validate and weight the document, examining the blocks, tasks, and sub-tasks of the analysis.

## **ANALYSIS**

Safe working procedures and conditions, accident prevention, and the preservation of health are of primary importance to industry in Saskatchewan. 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.

It is generally recognized that 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 the Occupational Health and Safety (OH&S) Acts and Workplace Hazardous Materials Information System (WHMIS) regulations. As well, it is essential to determine workplace hazards and take measures to protect oneself, co-workers, the public, and the environment.

Safety education is an integral part of on-the job training and is reinforced in technical 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 analysis.

---



## **SCOPE OF THE ESTHETICIAN-SKIN CARE TECHNICIAN TRADE**

“Esthetician-Skin Care Technician” is this trade’s official provincial occupational title approved by industry. This analysis covers tasks performed by skin care technicians whose occupational title has been identified by the province of Saskatchewan.

Skin care technicians perform specialized body treatments, specialized facial treatments, skin problem correction using high frequency/galvanic treatments, make-up artistry, cosmetic massage, hair removal using various methods, lash and brow tinting, lash extensions, manicures, and pedicures.



---

## OCCUPATIONAL OBSERVATIONS

The esthetics industry is becoming more diversified in areas that are not part of the initial training. With clients becoming more educated about trends, estheticians need to be motivated to stay current in the industry. Continuous learning is paramount to an esthetician's success.

While the industry attracts creative and artistic individuals, business skills are increasingly necessary to become a successful esthetician.

With a movement towards health and wellness, esthetic products and services are adapting to meet this trend. The quality and diversity of products has improved for estheticians and clients alike. This has encouraged salons to realize the importance of retail diversity for greater profits.

Salons are being designed to optimize the client experience and increase sales.

Digital technology is being used to track daily salon operations, advertise products and services, store client information and perform financial functions.

The Privacy Act is impacting the industry, further protecting the client and esthetician.

## ESSENTIAL SKILLS SUMMARY

Essential skills are needed for work, learning and throughout life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. Through extensive research, the Government of Saskatchewan and other national and international agencies have identified and validated nine essential skills. These skills are used in nearly every occupation and throughout daily life in different ways.

A series of CCDA-endorsed tools have been developed to support apprentices in their training and to be better prepared for a career in the trades. The tools can be used independently or with the assistance of a tradesperson, trainer, employer, teacher, or mentor to:

- understand how essential skills are used in the trades;
- learn about individual essential skills, strengths, and areas for improvement; and
- improve essential skills and increase success in an apprenticeship program.

Tools are available online or for order at: <https://www.canada.ca/en/employment-social-development/programs/essential-skills/tools.html>.

The application of these skills may be described throughout this document within the competency statements which support each subtask of the trade. The following are summaries of the requirements in each of the essential skills, taken from the essential skills profile. A link to the complete essential skills profile can be found at [www.red-seal.ca](http://www.red-seal.ca)

### ***Reading***

Estheticians read a variety of material including bulletins, manufacturers' specifications, notices, labels, product inserts, client history profiles and forms. They read regulations and agreements outlining chair-rental contracts, salaries, and commissions. Estheticians may read city by-laws to determine licensing requirements and allowable business practices. They read articles and trade magazines to stay informed about industry trends and developments as well as descriptions of new products.

### ***Document Use***

Estheticians locate information on labels to determine ingredients, storage techniques, and safety hazards. They also review trend releases and specifications on charts, diagrams, and tables in order to identify processing times, mixing ratios, and chemical agents. They consult client history profiles.

### ***Writing***

Estheticians update client history profiles. They complete forms and also write reminders/notes to co-workers and clients.

### ***Numeracy***

Estheticians use numeracy in a range of tasks. For example, they measure volumes of solids and fluids; they also compare measurements of time and temperature to satisfy product specifications. Estheticians determine lengths, shapes, and curvatures. When scheduling appointments, they also determine amount of time needed to complete appointments and maximize productivity by taking into consideration the condition of the client, service being delivered, and time specified on product information sheet. They complete financial transactions and collect payment for services and products.

***Oral Communication***

Estheticians communicate with clients to determine customers' need and service required. They discuss a variety of topics with clients including fashion trends and product choices. Estheticians also exchange information with coworkers, suppliers and supervisors. There may be a need to provide reassurance and resolve conflicts.

***Thinking Skills***

Estheticians use thinking skills to select tools and products required to create specific effects and to judge the performance of products by considering customers' condition. They use problem solving skills to meet client preferences and repair and maintain work that was previously performed. Estheticians evaluate condition of skin and nails to determine treatment, service options, and whether clients must be referred to a medical physician.

***Digital technology***

Estheticians may use current technology to communicate with suppliers, access product manufacturers' website, and update client information. They may use calculators or point of sales systems to complete numeracy-related tasks. They may use social media for marketing themselves, networking with others, researching current trends, inspiring creativity, and training/self-development. Estheticians may use technology to create images of desired effects.

***Working with Others***

Estheticians may work independently or with other team members to perform tasks and optimize client experience in a professional manner. They may also mentor apprentices.

***Continuous Learning***

Continuous learning is important for estheticians due to ongoing changes in the industry. They also learn by speaking with co-workers and colleagues and by participating in training. Estheticians may also learn by reading articles, attending educational events and shows, analyzing photographs, and noting trends worn by style leaders.

**Task 1****Uses and maintains tools and equipment.****Required Knowledge**

K 1	manufacturer's specifications
K 2	styles and types of tools and equipment
K 3	RPM ratings and the importance of matching this rating to power tool RPM, bit types, and work surface types
K 4	single-use tools
K 5	multiple-use tools

---

**Sub-task****A-1.01                   Selects manual tools and equipment.****Key Competencies**

A-1.01.01	select single-use and multi-use manual tools based on efficacy, safety, and cost effectiveness
A-1.01.02	select appropriate manual tools for the task

---

**Sub-task****A-1.02                   Uses manual tools and equipment.****Key Competencies**

A-1.02.01	use disposable implements to transfer material from containers to avoid cross contamination
A-1.02.02	use multi-use implements to transfer material from containers to avoid cross contamination
A-1.02.03	use manual tools according to manufacturer's specifications to maximize efficacy and prevent injury

---

**Sub-task****A-1.03                    Maintains manual tools and equipment.****Key Competencies**

- A-1.03.01            inspect manicure implements according to manufacturer's specifications to ensure effective use
- A-1.03.02            inspect pedicure implements according to manufacturer's specifications to ensure effective use
- A-1.03.03            inspect makeup tools according to manufacturer's specifications to ensure correct application of product
- A-1.03.04            inspect metal/glass implements according to manufacturer's specifications to verify integrity of instrument
- A-1.03.05            inspect facial brushes for uniformity and consistency to ensure even application
- A-1.03.06            discard manual implements as required

---

**Sub-task****A-1.04                    Troubleshoots manual tools and equipment.****Key Competencies**

- A-1.04.01            troubleshoot manual tools to determine why they are not performing effectively and/or safely
- A-1.04.02            repair manual tools to restore their integrity and function
- A-1.04.03            determine when a manual tool is to be repaired or permanently removed from service

---

**Sub-task****A-1.05                    Selects electric tools and equipment.****Key Competencies**

- A-1.05.01            select electric tools based on efficacy, safety, and cost effectiveness
- A-1.05.02            select the appropriate electric tools and equipment for the task

---

**Sub-task****A-1.06            Uses electric tools and equipment.****Key Competencies**

- A-1.06.01            use electric tools and equipment in a manner that prevents cross contamination
- A-1.06.02            use electric tools according to manufacturer's specifications to maximize efficacy and prevent injury

---

**Sub-task****A-1.07            Maintains electric tools and equipment.****Key Competencies**

- A-1.07.01            inspect and maintain electrical tools and equipment to verify safe use and efficacy, such as waxing, facial, and filing tools and equipment

---

**Sub-task****A-1.08            Troubleshoots electric tools and equipment.****Key Competencies**

- A-1.08.01            troubleshoot electric tools and equipment to determine why they are not performing effectively and/or safely
- A-1.08.02            repair electric tools and equipment to restore their integrity and function
- A-1.08.03            determine when an electric tool or piece of equipment is to be repaired or permanently removed from service

---

**Sub-task****A-1.09 Discards single-use tools.****Key Competencies**

A-1.09.01 place sharps into bio-hazard box for safe removal from esthetic/client area  
A-1.09.02 dispose of one-time use client items in the garbage to maintain shop hygiene

---

**Task 2****Performs safety related activities.****Required Knowledge**

K 1 OH&S standards  
K 2 Health Canada/jurisdictional health standards  
K 3 manufacturer's specifications  
K 4 solution ratios and strength(s)  
K 5 types of PPE and safety equipment such as hand protection, eye protection, respiratory protection, and hearing protection  
K 6 PPE and safety equipment operation  
K 7 protocols for remediating chemical and body fluid contamination and/or exposure

---

**Sub-task****A-2.01 Uses personal protective equipment (PPE) and safety equipment.****Key Competencies**

A-2.01.01 identify damage to PPE such as respiratory equipment  
A-2.01.02 follow manufacturers' guidelines on lifespan and proper use of PPE  
A-2.01.03 select and use eye and ear protection and respiratory equipment according to task, company policies, and CSA Standards  
A-2.01.04 adjust PPE such as respiratory equipment to ensure proper fit according to CSA Standards  
A-2.01.05 locate safety equipment such as first aid stations and fire extinguishers  
A-2.01.06 wear appropriate clothing such as sleeved shirts, long pants and task-appropriate gloves according to OH&S and WHMIS  
A-2.01.07 store PPE in a clean and dry location and safely dispose of single-use PPE  
A-2.01.08 maintain PPE

---

**Sub-task****A-2.02 Maintains safe and hygienic work environment.****Key Competencies**

- A-2.02.01 identify and report hazards to prevent incidents
- A-2.02.02 apply WHMIS procedures such as record keeping of material safety data sheets (MSDS) or Safety Data Sheets (SDS), and product identification, handling, and disposal
- A-2.02.03 comply with regulations such as OH&S and other jurisdictional regulations
- A-2.02.04 keep worksite clean to ensure a safe, organized worksite environment
- A-2.02.05 identify and display correct body positioning and stretching while working to minimize workplace injuries
- A-2.02.06 arrange worksite to minimize workplace injuries
- A-2.02.07 follow protocols for remediating chemical and body fluid contamination and/or exposure
- A-2.02.08 identify when a contraindication restricts or prevents a service
- A-2.02.09 provide anti-bacterial cleansers for clients and staff
- A-2.02.10 remove refuse regularly

---

**Task 3****Performs sanitation, disinfection, and sterilization (SDS).****Required Knowledge**

- K 1 OH&S standards
- K 2 Health Canada/jurisdictional health standards
- K 3 manufacturer's specifications
- K 4 solution ratios and strength(s)

---

**Sub-task****A-3.01            Performs sanitation.****Key Competencies**

- A-3.01.01            identify which objects require sanitation and at which times, stages, or intervals sanitation must occur
  - A-3.01.02            sanitize objects to the minimum specifications as required by the Authority Having Jurisdiction (AHJ) including but not limited to: hands, surfaces, implements, equipment, and linens
  - A-3.01.03            sanitize objects in preparation for disinfection and/or sterilization
  - A-3.01.04            store objects to maintain sanitation
- 

**Sub-task****A-3.02            Performs disinfection.****Key Competencies**

- A-3.02.01            identify which objects require disinfection and at which times, stages, or intervals disinfection must occur
  - A-3.02.02            disinfect objects to the minimum specifications as required by the Authority Having Jurisdiction (AHJ) including but not limited to: surfaces, implements, equipment, and linens
  - A-3.02.03            disinfect objects in preparation for sterilization
  - A-3.02.04            store objects to maintain disinfection
- 

**Sub-task****A-3.03            Performs sterilization.****Key Competencies**

- A-3.03.01            identify which objects require sterilization and at which times, stages, or intervals sterilization must occur
- A-3.03.02            sterilize objects to the minimum specifications as required by the Authority Having Jurisdiction (AHJ) including but not limited to: surfaces, implements, and equipment
- A-3.03.03            store objects in sterilizing equipment or packaging to maintain sterilization

---

**Sub-task**

**A-3.04**                    **Handles, transports, stores, and launders linens.**

**Key Competencies**

- A-3.04.01            handle, transport, and store clean linens to maintain cleanliness and prevent contamination
- A-3.04.02            handle, transport, and store used linens to minimize disturbance and prevent contamination
- A-3.04.03            launder soiled and contaminated linens

---

**Task 4****Consults with clients.****Required Knowledge**

- K 1                    special needs
- K 2                    precautions and procedures
- K 3                    education principles for clients
- K 4                    contra-indications

---

**Sub-task**

**A-4.01**                    **Determines special needs.**

**Key Competencies**

- A-4.01.01            inquire about mobility of client and any potential restrictions of movement
- A-4.01.02            inquire regarding client's current medical status such as possible pregnancy, medication and health conditions

---

**Sub-task**

**A-4.02**                    **Verifies that client's jewelry and piercing(s) is/are removed.**

**Key Competencies**

- A-4.02.01            ensure removable jewelry and piercing(s) are taken off and stored safely
- A-4.02.02            avoid sensitive pierced areas if jewelry remains

---

**Sub-task**

**A-4.03            Identifies precautions and procedures.**

**Key Competencies**

- A-4.03.01        provide specialized service for diabetic clients
- A-4.03.02        avoid services that would be contraindicated by medication
- A-4.03.03        adjust services to accommodate clients with various health conditions such as pregnancy, allergies, heart condition and cancer

---

**Sub-task**

**A-4.04            Educates clients.**

**Key Competencies**

- A-4.04.01        review home care procedures and products with client
- A-4.04.02        identify post-service care such as the avoidance of sun exposure and chlorine
- A-4.04.03        explain benefits of other services as appropriate
- A-4.04.04        explain contra-indications and possible side effects to clients
- A-4.04.05        explain client referral system such as, to physicians and specialists

---

**Sub-task**

**A-4.05            Refers clients with contra-indications to physicians and/or specialists.**

**Key Competencies**

- A-4.05.01        suggest medical attention for potentially communicable conditions such as warts, fungus and infection including STIs
- A-4.05.02        suggest medical attention for wounds such as lacerations, burns, sores and severely ingrown toenails
- A-4.05.03        suggest medical attention for complications caused by disease such as for diabetes

**Task 5****Completes client information card.****Required Knowledge**

K 1	interpersonal skills
K 2	privacy legislation
K 3	filing and computer systems

---

**Sub-task****B-5.01            Obtains personal and medical information.****Key Competencies**

B-5.01.01	record information accurately
B-5.01.02	identify allergic reactions and treatment of contraindications
B-5.01.03	identify specific medical conditions for clients
B-5.01.04	follow Freedom of Information and Protection of Privacy legislation
B-5.01.05	record data on record cards and forms and/or uses a computer data file

---

**Sub-task****B-5.02            Records treatments.****Key Competencies**

B-5.02.01	record services provided and results of treatments to clients
B-5.02.02	record results of treatment analysis
B-5.02.03	complete a client's record card and obtain signature

---

**Sub-task****B-5.03**            **Maintains an organized filing system.****Key Competencies**

- B-5.03.01            identify filing systems and techniques
  - B-5.03.02            utilize systems for file keeping
  - B-5.03.03            review and updates files
  - B-5.03.04            file routinely and systematically
- 

**Sub-task****B-5.04**            **Practices ethical behaviour.****Key Competencies**

- B-5.04.01            describe business ethics
  - B-5.04.02            demonstrate professional ethics
  - B-5.04.03            maintain client confidentiality
- 

**Task 6****Performs reception duties.****Required Knowledge**

- K 1                    shop policy
- K 2                    people skills
- K 3                    telephone etiquette
- K 4                    professional ethics
- K 5                    appointment procedures

---

**Sub-task****B-6.01            Interacts with clients.****Key Competencies**

- B-6.01.01            demonstrate interpersonal relations
- B-6.01.02            demonstrate telephone etiquette
- B-6.01.03            greet and direct clients
- B-6.01.04            schedule appointments
- B-6.01.05            address client concerns
- B-6.01.06            demonstrate professionalism, initiative, courtesy, tact, discretion, flexibility
- B-6.01.07            analyze and settle complaints according to company policies

---

**Sub-task****B-6.02            Performs retail functions.****Key Competencies**

- B-6.02.01            describe services/products and their costs
- B-6.02.02            describe salon policy regarding product pricing
- B-6.02.03            demonstrate sales transaction procedures
- B-6.02.04            demonstrate attractive display techniques
- B-6.02.05            promote products
- B-6.02.06            price products
- B-6.02.07            complete sales/service transactions

---

**Sub-task****B-6.03            Maintains office and waiting area.****Key Competencies**

- B-6.03.01            practice professional image of reception areas
- B-6.03.02            maintain attractive, clean, and comfortable salon

---

**Task 7****Performs salon management functions.****Required Knowledge**

K 1	payment transaction procedures
K 2	types of services and products
K 3	basic math and retail calculations
K 4	inventory management
K 5	displays, marketing, and trends

---

**Sub-task****B-7.01 Tallies individual daily intake.****Key Competencies**

B-7.01.01	perform basic math calculations
B-7.01.02	describe salon timesheet policies
B-7.01.03	record individual technician's intake
B-7.01.04	tally sales slips and record results to master sheet
B-7.01.05	compute mentally and/or use electronic devices

---

**Sub-task****B-7.02 Records working hours.****Key Competencies**

B-7.02.01	complete timesheets
B-7.02.02	record working hours

---

**Sub-task****B-7.03            Maintains inventory controls.****Key Competencies**

- B-7.03.01            describe importance of inventory control
- B-7.03.02            practice safe lifting and stocking
- B-7.03.03            check inventory, order supplies, count and organize received supplies, complete inventory forms and follow-up
- B-7.03.04            update products sold and restock new products
- B-7.03.05            rotate stock
- B-7.03.06            write legibly and compute accurately
- B-7.03.07            report missing and/or outstanding products
- B-7.03.08            analyze sales trends
- B-7.03.09            determine re-order point, schedule purchases and deliveries, check delivery receipts and verify invoices
- B-7.03.10            check expiry dates
- B-7.03.11            stock in an organized manner

---

**Sub-task****B-7.04            Operates small business.****Key Competencies**

- B-7.04.01            describe the general steps to start a small business in Canada
- B-7.04.02            perform retail calculations for products, sales, and inventory

**Task 8****Assesses hand, foot, and nail health.****Required Knowledge**

- |     |   |
|-----|---|
| K 1 | nail structure                          |
| K 2 | nail growth patterns                    |
| K 3 | nail diseases, disorders and conditions |
- 

**Sub-task****C-8.01 Analyzes nail growth.****Key Competencies**

- |           |                                       |
|-----------|---------------------------------------|
| C-8.01.01 | assess length and uniformity of nails |
| C-8.01.02 | observe abnormalities in nails        |
- 

**Sub-task****C-8.02 Determines nail condition.****Key Competencies**

- |           |   |
|-----------|---|
| C-8.02.01 | identify diseases and disorders of the hands, feet, and nails                         |
| C-8.02.02 | alert client to nail abnormalities and importance of seeking professional health care |
- 

**Sub-task****C-8.03 Analyzes hand and foot condition.****Key Competencies**

- |           |   |
|-----------|---|
| C-8.03.01 | determine overall appearance and health of the hand or foot |
| C-8.03.02 | note skin conditions such as hyper-pigmentation             |

---

**Sub-task****C-8.04            Identifies contraindications.****Key Competencies**

- C-8.04.01            determine if client's condition requires referral to health professional
- C-8.04.02            determine necessary precautions for working with skin or nail condition
- C-8.04.03            identify contraindications that restrict or prevent a manicure and/or pedicure

---

**Task 9****Performs manicure.****Required Knowledge**

- K 1                    nail shapes
- K 2                    infection control
- K 3                    basic procedures

---

**Sub-task****C-9.01            Completes hand soak procedures.****Key Competencies**

- C-9.01.01            prepare hand soak solution
- C-9.01.02            exfoliate client's hands as required
- C-9.01.03            remove polish from client's nails
- C-9.01.04            apply cuticle softener as needed
- C-9.01.05            shape nail's free edge
- C-9.01.06            buff natural nails smooth
- C-9.01.07            soak of client's hands

---

**Sub-task****C-9.02            Performs cuticle care.****Key Competencies**

- C-9.02.01            push back cuticle gently
- C-9.02.02            trim non-living tissue when safe and necessary
- C-9.02.03            apply nail oil to moisturize the skin and nail

---

**Sub-task**

**C-9.03**            **Performs massage for manicure.**

**Key Competencies**

- C-9.03.01            manipulate hands and arms in order to increase circulation and encourage relaxation
- C-9.03.02            adjust pressure, repetitions, speed, and movements of massage according to service requirements

---

**Task 10**

**Performs pedicure.**

**Required Knowledge**

- K 1                    nail shapes
- K 2                    infection control
- K 3                    basic procedures

---

**Sub-task**

**C-10.01**            **Completes foot soak procedures.**

**Key Competencies**

- C-10.01.01            prepare soak/bath
- C-10.01.02            ensure water temperature is appropriate for the client and the client's feet
- C-10.01.03            soak client's feet
- C-10.01.04            exfoliate client's feet as required

---

**Sub-task****C-10.02            Performs toenail care.****Key Competencies**

- C-10.02.01            clean under free edge
  - C-10.02.02            trim free edge
  - C-10.02.03            file free edge, ensuring corners are smooth
  - C-10.02.04            buff entire nail
  - C-10.02.05            remove all debris from the sidewalls
  - C-10.02.06            identify possible ingrown toenails
  - C-10.02.07            identify when to defer treatment to a medical professional
- 

**Sub-task****C-10.03            Performs toe cuticle care.****Key Competencies**

- C-10.03.01            push back cuticles
  - C-10.03.02            trim non-living tissue when safe and necessary
- 

**Sub-task****C-10.04            Reduces callus.****Key Competencies**

- C-10.04.01            identify callus
- C-10.04.02            use credo blade or rasp as required
- C-10.04.03            file remaining callus smooth
- C-10.04.04            use of chemical callus treatment

---

**Sub-task**

**C-10.05**            **Performs foot massage for pedicure.**

**Key Competencies**

C-10.05.01            manipulate feet and legs in order to increase circulation and encourage relaxation  
C-10.05.02            adjust pressure, repetitions, speed, and movements of massage according to service requirements

---

**Task 11**

**Performs specialized services.**

**Required Knowledge**

K 1                      various spa treatments  
K 2                      infection control

---

**Sub-task**

**C-11.01**            **Performs specialized manicure services.**

**Key Competencies**

C-11.01.01            soak client's nails in hot oil treatment according to manufacturer's specifications  
C-11.01.02            apply paraffin according to manufacturer's specifications  
C-11.01.03            exfoliation as recommended during the client consultation  
C-11.01.04            apply mask according to manufacturer's specifications  
C-11.01.05            use heated mittens according to manufacturer's specifications  
C-11.01.06            identify specialized service according to the client consultation

---

**Sub-task****C-11.02**      **Performs specialized pedicure services.****Key Competencies**

- C-11.02.01      correct ingrown toenails within esthetician's guidelines and limits
- C-11.02.02      reduce corns within the esthetician's guidelines and limits
- C-11.02.03      apply mask according to manufacturer's specifications
- C-11.02.04      use heated booties according to manufacturer's specifications
- C-11.02.05      use paraffin according to manufacturer's specifications
- C-11.02.06      identify specialized service according to the client consultation

---

**Task 12****Finishes nails.****Required Knowledge**

- K 1              polish procedures
- K 2              buffing procedures

---

**Sub-task****C-12.01**      **Applies polish.****Key Competencies**

- C-12.01.01      prepare nail by removing excess oil from nail plate
- C-12.01.02      apply base coat to nail
- C-12.01.03      apply colour in two coats to ensure uniform coverage
- C-12.01.04      apply top coat to nails

---

**Sub-task****C-12.02**      **Buff nails.****Key Competencies**

- C-12.02.01      buff nail to a shine rather than applying polish
- C-12.02.02      apply moisturizer over nails to complete

**Task 13****Examines skin.****Required Knowledge**

K 1	anatomy
K 2	physiology

---

**Sub-task****A-13.01          Drapes client for service(s).****Key Competencies**

A-13.01.01	cover client with towels/sheets to ensure privacy
A-13.01.02	cover client with towels/sheets to ensure comfort
A-13.01.03	cover client with towel/sheets during treatment to protect clothing

---

**Sub-task****D-13.02          Classifies skin types.****Key Competencies**

D-13.02.01	identify skin type as communicated by the client
D-13.02.02	identify skin type as observed by the esthetician

---

**Sub-task****D-13.03          Identifies skin conditions.****Key Competencies**

D-13.03.01	look for visual indications of disease/infection
D-13.03.02	look for visual indications of disorders
D-13.03.03	identify contraindications that restrict or prevent a service

---

**Task 14****Body treatment procedures.****Required Knowledge**

K 1	anatomy
K 2	physiology
K 3	manufacturer's specifications
K 4	product knowledge

---

**Sub-task**

**D-14.01**      **Performs five basic movements of cosmetic massage.**

**Key Competencies**

D-14.01.01	manipulate skin with hands using effleurage, petrissage, tapotement, friction and vibration
D-14.01.02	adjust pressure, repetitions, speed, and movements of massage according to service requirements

---

**Sub-task**

**D-14.02**      **Performs body treatments.**

**Key Competencies**

D-14.02.01	apply products for service(s) as required
D-14.02.02	use implements such as spatulas, body brushes and exfoliating mitts to apply and work with product
D-14.02.03	use equipment such as steamers, towel warmers and electric current machines as required to perform spa services

---

**Sub-task**

**D-14.03**      **Performs extractions during body treatments.**

**Key Competencies**

D-14.03.01	extract congestion from pores manually
D-14.03.02	extract congestion from pores using tools

---

**Task 15****Performs facial.****Required Knowledge**

K 1	anatomy
K 2	physiology
K 3	manufacturer's specifications
K 4	tools and equipment
K 5	product knowledge

---

**Sub-task****D-15.01            Completes basic facial.****Key Competencies**

D-15.01.01	prepare and cleanse the skin
D-15.01.02	analyze facial skin to determine products to be used
D-15.01.03	apply toner to the skin
D-15.01.04	exfoliate skin to remove dead skin cells
D-15.01.05	uses steamer or hot towels correctly
D-15.01.06	extract congested pores manually or with tools to decongest skin
D-15.01.07	massage face and neck manually to achieve positive results such as increase in circulation and a release of tension
D-15.01.08	select appropriate facial mask to match skin and achieve desired results
D-15.01.09	apply facial mask with upward strokes manually or with a fanned brush
D-15.01.10	removal of product from the skin
D-15.01.11	finish facial service by applying product(s) such as sun screen, serums, boosters, and moisturizers

---

**Sub-task****D-15.02            Completes specialized facial.****Key Competencies**

D-15.02.01	apply professional-strength exfoliant such as AHA, fruit acid and glycolic acid to remove dead skin cells
D-15.02.02	use electric machine according to manufacturer's specifications to enhance the facial results

---

**Task 16****Removes unwanted hair.****Required Knowledge**

K 1	skin physiology
K 2	product knowledge
K 3	limitations of service
K 4	tools and equipment

---

**Sub-task**

**D-16.01**            **Performs waxing.**

**Key Competencies**

D-16.01.01	check temperature of removal product to prevent injury
D-16.01.02	use correct type of product according to client consultation such as hard wax or strip wax
D-16.01.03	prepare the skin to ensure product adhesion to the hair
D-16.01.04	remove hair in basic and intimate zones

---

**Sub-task**

**D-16.02**            **Eliminates ingrown hair(s).**

**Key Competencies**

D-16.02.01	manipulate ingrown hair from follicle manually
D-16.02.02	extract ingrown hair from follicle using tools such as tweezers and lancet

---

**Sub-task**

**D-16.03**            **Performs alternate hair removal processes.**

**Key Competencies**

D-16.03.01	use tools such as tweezers to remove hair
D-16.03.02	use thread to remove hair
D-16.03.03	use sugaring to remove hair

---

**Task 17****Applies makeup and enhancement applications.****Required Knowledge**

K 1	colour theory
K 2	highlighting
K 3	contouring
K 4	corrective application
K 5	product knowledge
K 6	tools and equipment

---

**Sub-task****D-17.01 Applies basic makeup.****Key Competencies**

D-17.01.01	prepare skin before application of makeup products for smooth and even results
D-17.01.02	identify facial shape to provide reference for makeup application
D-17.01.03	apply foundation according to manufacturer's specifications
D-17.01.04	apply eye makeup to enhance eyes
D-17.01.05	apply colour powders and creams such as bronzers and blush to enhance complexion
D-17.01.06	apply face powders to set makeup for longevity
D-17.01.07	apply lip colour to enhance the lips

---

**Sub-task****D-17.02 Applies specialty makeup.****Key Competencies**

D-17.02.01	apply makeup to create contour and highlight for facial enhancement
D-17.02.02	apply corrective makeup to enhance or minimize facial features
D-17.02.03	create specialty looks to change the appearance of the face

---

**Sub-task****D-17.03 Applies temporary eyelash enhancements.****Key Competencies**

- D-17.03.01 describe the natural eyelash growth cycle
- D-17.03.02 practice SDS to prevent cross-contamination
- D-17.03.03 consult with clients regarding length, style, and volume of extensions
- D-17.03.04 prepare natural eyelashes for eyelash enhancements application
- D-17.03.05 identify common eye conditions that may prevent or restrict a service
- D-17.03.06 select and apply the correct temporary adhesive product according to Health Canada
- D-17.03.07 apply temporary artificial eyelashes to the lash to improve the appearance of the eye
- D-17.03.08 explain homecare regimen to client
- D-17.03.09 describe removal of temporary eyelash enhancements to client

---

**Sub-task****D-17.04 Applies semi-permanent eyelash enhancements.****Key Competencies**

- D-17.04.01 describe the natural eyelash growth cycle
- D-17.04.02 practice SDS to prevent cross-contamination
- D-17.04.03 consult with clients regarding length, style, and volume of extensions
- D-17.04.04 prepare natural eyelashes for eyelash enhancements application
- D-17.04.05 identify common eye conditions that may prevent or restrict a service
- D-17.04.06 select and apply the correct semi-permanent adhesive product according to Health Canada
- D-17.04.07 apply semi-permanent artificial eyelashes to the lash to improve the appearance of the eye
- D-17.04.08 explain homecare regimen to client
- D-17.04.09 remove semi-permanent eyelash enhancements for client

---

**Task 18****Tints eyebrows and eyelashes.**

### **Required Knowledge**

K 1	knowledge of cleansing, protective, and tinting products
K 2	tools and equipment
K 3	dispensing, mixing, and applying techniques
K 4	aftercare procedures
K5	processing and colour absorption times
K6	tinting product removal
K7	client consultation procedures and expectations

---

### **Sub-task                      Prepares client for lash/brow tint.**

#### **D-18.01**

#### **Key Competencies**

D-18.01.01	consult with client regarding finished colour
D-18.01.02	select and use all necessary PPE
D-18.01.03	select all necessary tools and equipment
D-18.01.04	cleanse the client's service area
D-18.01.05	select appropriate colour combination

---

### **Sub-task                      Applies tinting product.**

#### **D-18.02**

#### **Key Competencies**

D-18.02.01	dispense correct ratios of colours
D-18.02.02	mix products thoroughly
D-18.02.03	apply product
D-18.02.04	remove product

---

### **Sub-task                      Tests tinting results.**

#### **D-18.03**

**Key Competencies**

- D-18.03.01      apply and remove product at intervals (brow only)
- D-18.03.02      follow manufacturer's specifications for processing
- D-18.03.03      remove product
- D-18.03.04      cleanse the client's service area



## **APPENDICES**

**Client – Capes**

draping cape  
robe  
smocks

spa wrap  
towels

**Sanitizing and Safety Equipment**

autoclave  
apron  
brass brush  
broom  
buckets  
chemical sterilant/disinfectant  
disinfecting tray  
dustpan  
eyewash station  
fire extinguisher  
first aid kit

laundry basket  
mop  
recycling containers  
disposable gloves/finger cots  
safety glasses  
scrub brushes  
sharps container  
surface disinfectant wipes  
vacuum cleaner  
waste can (covered)

**Esthetician Single-Use Tools and Accessories**

arbor bands  
bed line paper  
buffer  
cosmetic applicators  
cotton  
credo blade  
depilatory applicator  
emery board  
epilating tools  
eye pad  
foot file adhesive strips

lancet  
nail file  
orange wood stick  
spatula  
sponges  
thread  
wax strips  
toe separators  
nail wipes  
eyebrow brush  
wooden/plastic foot paddle

**Esthetician Tools**

client smocks  
cuticle nippers  
disinfecting tray  
eyebrow tweezers  
facial water bowl  
hair removal tools  
makeup brushes

manicure table and stool  
nail brush  
non-metallic bowl with liners  
oil heater and paper cups  
scissors  
towels  
ultraviolet/LED unit

manicure bowl  
manicure pillow  
manicure scissors

washable hair bands  
wax heater

### **Major Equipment**

clothes dryer  
dust collector  
electric files  
esthetics bed  
facial machines  
manicure table  
overhead light

pedicure station  
sink  
steamer  
trolley  
washing machine

### **Office Equipment**

appointment book  
calculator  
cash register  
client record card  
computer and software  
credit/debit machine  
display equipment  
fax machine  
pen/pencil

policy manual  
printer  
reception chairs  
reception desk  
release forms  
stapler  
stationery  
stereo system  
telephone/answering machine

<b>antiseptic</b>	a chemical product used to prevent the growth of bacteria
<b>chemosterilant</b>	a chemical process to destroy all living organisms on an object
<b>disinfect</b>	to destroy or kill bacteria and a broad spectrum of viruses (but does not kill bacteria spores)
<b>effleurage</b>	a series of massage strokes used in Swedish massage to warm up the muscle before deep tissue work using petrissage
<b>petrissage</b>	massage movements with applied pressure which are deep and compress the underlying muscles such as kneading, wringing, skin rolling, and pick-up-and-squeeze
<b>effleurage</b>	a series of massage strokes used in Swedish massage to warm up the muscle before deep tissue work using petrissage
<b>eponychium</b>	the thickened layer of skin surrounding finger nails and toenails
<b>sanitize</b>	to remove dirt to aid in preventing the growth of microbes; sanitizing does not kill germs or spores
<b>sterilize</b>	to kill or destroy all microbial life including spores
<b>tapotement</b>	rhythmic percussion, most frequently administered with the edge of the hand, a cupped hand or the tips of the fingers
<b>tone (noun)</b>	warmth or coolness of a colour
<b>tone (verb)</b>	to alter the warmth or coolness of a colour
<b>ultraviolet equipment</b>	a cabinet used for storage of sanitized implements

<b>LED</b>	Light-emitting diode
<b>MSDS</b>	Material Safety Data Sheet
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal protective equipment
<b>SDS</b>	Safety data sheet
<b>SDS</b>	Sanitation, disinfection, sterilization
<b>UV</b>	Ultraviolet
<b>WHMIS</b>	Workplace Hazardous Materials Information System

**APPENDIX D****BLOCK AND TASK WEIGHTING**

<b>BLOCK A</b>	<b>COMMON OCCUPATIONAL SKILLS</b>	Provincial Average 28%
----------------	-----------------------------------	------------------------------

Task 1	Uses and maintains tools and equipment.	23%
Task 2	Performs safety related activities.	23%
Task 3	Performs sanitation, disinfection, and sterilization (SDS).	37%
Task 4	Consults with clients.	17%

<b>BLOCK B</b>	<b>BUSINESS MANAGEMENT</b>	Provincial Average 15%
----------------	----------------------------	------------------------------

Task 5	Completes client information card	47%
Task 6	Performs reception duties.	27%
Task 7	Performs salon management functions.	26%

<b>BLOCK C</b>	<b>NAIL CARE</b>	Provincial Average 23%
----------------	------------------	------------------------------

Task 8	Assesses hand, foot and nail health.	24%
Task 9	Performs manicure.	22%
Task 10	Performs pedicure.	24%
Task 11	Performs specialized services.	17%

Task 12 Finishes nails. 13%

<b>BLOCK D</b>	<b>SKIN CARE</b>	Provincial Average 34%
----------------	------------------	------------------------------

Task 13 Examines skin. 14%

Task 14 Conditions skin. 14%

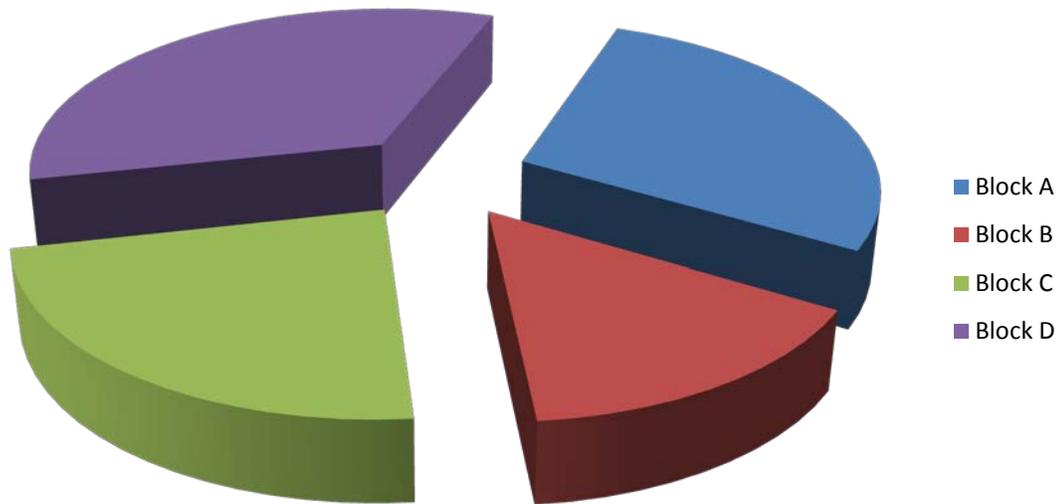
Task 15 Performs facial. 23%

Task 16 Removes unwanted hair. 18%

Task 17 Applies makeup and enhancement applications. 17%

Task 18 Tints eyebrows and eyelashes. 14%

**Examination Breakdown**



**TITLES OF BLOCKS**

BLOCK A	COMMON OCCUPATIONAL SKILLS	28%
BLOCK B	BUSINESS MANAGEMENT	15%
BLOCK C	NAIL CARE	23%
BLOCK D	SKIN CARE	34%

\*Average percentage of the total number of questions on a certification examination.

BLOCKS	TASKS	SUB-TASKS					
<b>A – COMMON OCCUPATIONAL SKILLS</b>	1. Uses and maintains tools and equipment.	1.01 Selects manual tools and equipment.	1.02 Uses manual tools and equipment.	1.03 Maintains manual tools and equipment.	1.04 Troubleshoots manual tools and equipment.	1.05 Selects electric tools and equipment.	
		1.06 Uses electric tools and equipment.	1.07 Maintains electric tools and equipment.	1.08 Troubleshoots electric tools and equipment.	1.09 Discards single-use tools.		
	2. Performs safety related activities.	2.01 Uses personal protective equipment (PPE) and safety equipment.	2.02 Maintains safe and hygienic work environment.				
	3. Performs sanitation, disinfection, and sterilization (SDS).	3.01 Performs sanitation.	3.02 Performs disinfection.	3.03 Performs sterilization.	3.04 Handles, transports, stores, and launders linens.		
	4. Consults with clients.	4.01 Determines special needs.	4.02 Verifies that client's jewelry and piercing(s) is/are removed.	4.03 Identifies precautions and procedures.	4.04 Educates client.	4.05 Refers clients with contraindications to physicians and/or specialists.	
	<b>B – BUSINESS MANAGEMENT</b>	5. Completes client information card.	5.01 Obtains personal and medical information.	5.02 Records treatments.	5.03 Maintains an organized filing system.	5.04 Practices ethical behaviour.	
		6. Performs reception duties.	6.01 Interacts with clients.	6.02 Performs retail functions.	6.03 Maintains office and waiting area.		

BLOCKS	TASKS	SUB-TASKS				
	7. Performs salon management functions.	7.01 Tallies individual daily intake.	7.02 Records working hours.	7.03 Maintains inventory controls.	7.04 Operates small business.	
<b>C – NAIL CARE</b>	8. Assesses hand, foot and nail health.	8.01 Analyzes nail growth.	8.02 Determines nail condition.	8.03 Analyzes hand and foot condition.	8.04 Identifies contraindications.	
	9. Performs manicure.	9.01 Completes hand soak procedures.	9.02 Performs cuticle care.	9.03 Performs massage for manicure.		
	10. Performs pedicure.	10.01 Completes foot soak procedure.	10.02 Performs toenail care.	10.03 Performs toe cuticle care.	10.04 Reduces callus.	10.05 Performs foot massage for pedicure.
	11. Performs specialized services.	11.01 Performs specialized manicure services.	11.02 Performs specialized pedicure services.			
	12. Finishes nails.	12.01 Applies polish.	12.02 Buffs nails.			
<b>D – SKIN CARE</b>	13. Examines skin.	13.01 Drapes client for service(s).	13.02 Classifies skin types.	13.03 Identifies skin conditions.		
	14. Conditions skin.	14.01 Performs five basic movements of cosmetic massage.	14.02 Performs body treatments.	14.03 Performs extractions during body treatments.		

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

15. Performs facial.

15.01 Completes basic facial.

15.02 Completes specialized facial.

16. Removes unwanted hair.

16.01 Performs waxing.

16.02 Eliminates ingrown hair(s).

16.03 Performs alternate hair removal processes.

17. Applies makeup and enhancement applications.

17.01 Applies basic makeup.

17.02 Applies specialty makeup.

17.03 Applies temporary eyelash enhancements.

17.04 Applies semi-permanent eyelash enhancements.

18. Tints eyebrows and eyelashes.

18.01 Prepares client for brow/lash tint.

18.02 Applies tinting product.

18.03 Tests tinting results.