



Esthetician – Nail Technician

Saskatchewan

Occupational Standard

2022

Online: www.saskapprenticeship.ca

Recognition:

To promote transparency and consistency, this document has been adapted from the Red Seal Occupational Standard template (Employment and Social Development Canada)



FORWARD

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) recognizes this Saskatchewan Occupational Standard (SOS) as the provincial standard for the Esthetician – Nail Technician trade.

Background

In 2005 Esthetician industry representatives, with the assistance of SATCC representatives, formed the first steering committee. In 2009 the two Esthetician trades, Nail Technician and Skin Care Technician were designated provincial trades with a Provincial Journey person of Qualification Certification. The first occupational analyses for the two Esthetician trades were developed as well as the Journey person certification examinations.

Standards have the following objectives:

- to describe and group the tasks performed by skilled workers;
- to identify which tasks are performed in the province of Saskatchewan;
- to develop instruments for use in the preparation of Provincial Journey person Examinations and assessment tools for the SATCC;
- to develop common tools for apprenticeship on-the-job and technical training in Saskatchewan;
- to facilitate the mobility of apprentices and skilled workers in Saskatchewan;
- to supply employers, employees, associations, industries, training institutions and governments with occupational standards.

Any questions, comments, or suggestions for changes, corrections, or revisions to this standard or any of its related products may be forwarded to:

Saskatchewan Apprenticeship and Trade Certification Commission
Saskatoon Branch Office
Program Development Department
603-45th Street West
Saskatoon, Saskatchewan S7L 5W5

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Special thanks are offered to the following representatives who contributed greatly to the original draft of the standard and provided expert advice throughout its development:

Alison Poelen	Saskatchewan
Damaris Terleski	Saskatchewan
Kinga Angel	Saskatchewan
Courtney Harmsworth	Saskatchewan

This standard was prepared by the Program Development Department of the SATCC. The coordinating, facilitating and processing of this standard were undertaken by employees of the Program Development team of the SATCC.

STRUCTURE OF THE OCCUPATIONAL STANDARD

This standard contains the following sections:

Methodology: an overview of the process for development, review, validation and weighting of the standard

Description of the Esthetician – Nail Technician trade: an overview of the trade's duties, work environment, job requirements, similar occupations, and career progression

Trends in the Esthetician – Nail Technician trade: some of the trends identified by industry as being the most important for workers in this trade

Essential Skills Summary: an overview of how each of the nine essential skills is applied in this trade

Industry Expected Performance: description of the expectations regarding the level of performance of the tasks, including information related to specific codes, regulations and standards that must be observed

Pie Chart of Provincial Journeyperson Examination Weightings: a graph which depicts the provincial percentages of exam questions assigned to the major work activities

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard

Major Work Activity (MWA): the largest division within the standard that is comprised of a distinct set of trade activities

Trends: Current observations or changes noticed within industry

Task: a general description of the task that describe distinct actions and activities within a major work activity

Range of Variables: elements and examples (not all inclusive) that provide a more in-depth description of a term used in the learning outcomes and learning objectives

Sub-task: distinct actions that describe the activities within a task

Key Competencies: describes what should be learned relating to a sub-task while participating in technical or in-school training

Performance Criteria: topics to be covered during technical or in-school training in order to meet the learning outcomes for the sub-task

Appendix A – Acronyms: a list of acronyms used in the standard with their full name

Appendix B – Tools and Equipment: a non-exhaustive list of tools and equipment used in this trade

Appendix C – Glossary: definitions or explanations of selected technical terms used in the standard

METHODOLOGY

Development of the Standard

A draft standard is developed by a broad group of trade representatives, including tradespeople, journeymen, instructors, and employers at a Provincial Workshop led by a SATCC facilitator. This draft standard breaks down all the tasks performed in the occupation and describes the knowledge and abilities required for a tradesperson to demonstrate competence in the trade.

Trade Survey

Stakeholders are asked to review and validate the activities described in the new standard. These stakeholders are invited to participate in this consultation through the SATCC.

Draft Review

The SOS (Saskatchewan Occupational Standard) Program Development team forwards a copy of the standard to industry representatives to review it. Their recommendations are assessed and incorporated into the standard.

Validation and Weighting

Industry representatives are also asked to validate and weight the document for the purpose of planning the makeup of the Provincial Journeyman Examination for the trade. They validate and weight the major work activities (MWA), tasks and sub-tasks, of the standard as follows:

MWA	Each Industry representative assigns a percentage of questions to each MWA for an examination that would cover the entire trade.
Tasks	Each section is assigned a percentage of exam questions to each task within a MWA.
Sub-tasks	Each industry representative indicates, with a “yes” or “no”, whether or not each sub-task is performed by skilled workers within the occupation in Saskatchewan.

The SOS provides the individual provincial validation results as well as the averages of all responses. The averages for MWA and task weighting guide the Provincial Journeyman Examination plan for the trade.

The validation of the standard is used to identify common core sub-tasks across Saskatchewan for the occupation. If at least 70% of the responding Industry representatives performs a sub-task, it shall be considered common core. Provincial Journeyman Examination questions are limited to the common core sub-tasks identified through this validation process.

Definitions for Validation and Weighting

yes	sub-task performed by qualified workers in the occupation in the province
no	sub-task not performed by qualified workers in the occupation in the province
Not Common Core (NCC)	sub-task, task or MWA performed less than 70% of responding industry representatives; these will not be tested by the Provincial Journeyperson Examination for the trade
Provincial Average %	average percentage of questions assigned to each MWA and task in Provincial Journeyperson Examination for the trade

DESCRIPTION OF THE ESTHETICIAN – NAIL TECHNICIAN TRADE

“Esthetician – Nail Technician” is this trade’s official provincial occupational title approved by industry. This analysis covers tasks performed by nail technicians whose occupational title has been identified by the province of Saskatchewan.

Esthetician – Nail Technicians perform manicures, pedicures, cosmetic massage of the limbs and digits and artificial nail applications or enhancements.

Esthetician – Nail Technicians are employed by Salons and Beauty Schools in many sectors and personal care services as well as retail and wholesale esthetic suppliers and manufacturers.

This standard recognizes similarities or overlaps in the work of other tradespersons including Esthetician – Skin Care Technicians, Hairstylists, body hair removal professionals and eyelash extension salons.

TRENDS IN THE ESTHETICIAN – NAIL TECHNICIAN TRADE

Technology

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.

Health and Safety

Safety awareness and practices continue to be forefront in the industry. Some examples include ever-changing sanitization, sterilization and disinfection practices to maintain both the esthetician and their clients.

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.

There are continuing advancements in the Workplace Hazardous Materials Information System (WHMIS) where there is now a Global Harmonized System (GHS).

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.

Tools and Equipment

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.

Products and Materials

Increased knowledge is required because of the wide range of products available for specific nail care applications, such as gel nails, UV-cured polish and extended-wear polish, nail art, and air brushing. Also, these new products have led to new and revised techniques.

Environmental, Legislative and Regulatory

Environmental and emission control regulations continue to be important in the industry. There is always a risk for a chemical spill or small environmental disaster during a routine task in the trade. There is an increase in jurisdictional requirements for environmental awareness training and certification to ensure the proper handling and recycling of refrigerant and other waste materials.

ESSENTIAL SKILLS SUMMARY

Essential skills are needed for work, learning and 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 Canada 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>.

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.

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.

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.

THINKING

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.

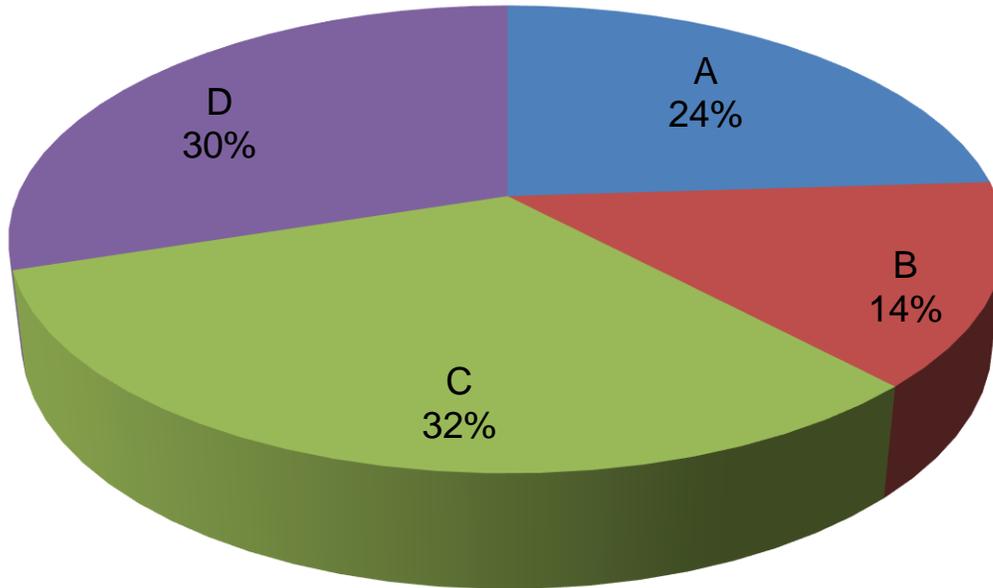
CONTINUOUS LEARNING

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.

INDUSTRY EXPECTED PERFORMANCE

All tasks must be performed according to Saskatchewan's codes and standards. All health and safety standards must be respected and observed. Work should be performed efficiently and to a high quality without material waste or environmental damage. All requirements of employers, engineers, designers, manufacturers, clients and quality control policies must be met. At a journeyperson level of performance, all tasks must be done with integrity, minimal direction and supervision. As a journeyperson progresses in their career, there is an expectation they continue to upgrade their skills and knowledge to maintain pace with industry and promote continuous learning in their trade through mentoring of apprentices.

PIE CHART OF PROVINCIAL JOURNEYPerson EXAMINATION WEIGHTINGS



MWA A	Performs common occupational skills	24%
MWA B	Demonstrates business management	14%
MWA C	Performs nail care	32%
MWA D	Performs enhancing nails	30%

This pie chart represents a breakdown of the provincial Journeyperson examination. Percentages are based on the collective input from workers from the trade from across Saskatchewan. The Task Matrix on the next pages indicates the breakdown of tasks and sub-tasks within each Major Work Activity and the breakdown of questions assigned to the Tasks. The provincial Journeyperson examination for this trade has 110 questions.

ESTHETICIAN – NAIL TECHNICIAN

TASK MATRIX

A – Performs common occupational skills

24%

Task A-1 Uses and maintains tools and equipment 23%	A-1.01 Selects manual tools and equipment	A-1.02 Uses manual tools and equipment	A-1.03 Maintains manual tools and equipment
	A-1.04 Troubleshoots manual tools and equipment	A-1.05 Selects electric tools and equipment	A-1.06 Uses electric tools and equipment
	A-1.07 Maintains electric tools and equipment	A-1.08 Troubleshoots electric tools and equipment	A-1.09 Discards single-use tools
Task A-2 Performs safety-related activities 23%	A-2.01 Uses personal protective equipment (PPE) and safety equipment	A-2.02 Maintains safe and hygienic work environment	
	Task A-3 Performs sanitation, disinfection, and sterilization (SDS) 37%	A-3.01 Performs sanitation	A-3.02 Performs disinfection
A-3.04 Handles, transports, stores, and launders linens			
Task A-4 Consults with clients 17%	A-4.01 Determines special needs	A-4.02 Verifies that client's jewelry and piercing(s) is/are removed	A-4.03 Identifies precautions and procedures
	A-4.04 Educates client	A-4.05 Refers clients with contraindications to physicians and/or specialists	

B – Demonstrates business management

14%

Task B-5 Completes client consultation card 44%	B-5.01 Obtains personal and medical information	B-5.02 Records treatments	B-5.03 Maintains an organized filing system
	B-5.04 Practices ethical behaviour		
Task B-6 Performs reception duties 28%	B-6.01 Interacts with clients	B-6.02 Performs retail functions	B-6.03 Maintains office and waiting area
	B-7.01 Tallies individual daily intake	B-7.02 Records working hours	B-7.03 Maintains inventory controls
Task B-7 Performs salon management functions 28%	B-7.04 Operates small business		

C – Performs nail care

32%

Task C-8 Assesses hand, foot and nail health card 22%	C-8.01 Analyzes nail growth	C-8.02 Determines nail condition	C-8.03 Analyzes hand and foot condition
	C-8.04 Identifies contraindications		
Task C-9 Performs manicure 22%	C-9.01 Completes hand soak procedures	C-9.02 Performs cuticle care	C-9.03 Performs massage for manicure

Task C-10 Performs pedicure 28%	C-10.01 Completes foot soak procedure	C-10.02 Performs toenail care	C-10.03 Performs toe cuticle care
	C-10.04 Reduces callus	C-10.04 Performs foot massage for pedicure	
Task C-11 Performs specialized services 16%	C-11.01 Performs specialized manicure services	C-11.02 Performs specialized pedicure services	
	C-12.01 Applies polish	C-12.02 Buffs nails	
Task C-12 Finishes nails 12%			

D – Performs enhancing nails

30%

Task D-13 Performs enhancement services 70%	D-13.01 Uses nail tips	D-13.02 Uses nail forms	D-13.03 Uses gel and/or powder/liquid (acrylic) products
	D-13.04 Performs fills and maintenance	D-13.05 Removes nail enhancements	D-13.06 Performs gel toe service
	D-13.07 Performs esthetic corrections of nails		
Task D-14 Performs decorative nail services 30%	D-14.01 Adds nail art	D-14.02 Adds nail ornamentation	

MAJOR WORK ACTIVITY A

Performs common occupational skills

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 A-1 Uses and maintains tools and equipment

Range of Variables

specifications, recommendations, procedures, standards

Occupational Health and Safety (OH&S), Workplace Hazardous Materials Information System (WHMIS) (labels, training, Material Safety Data Sheet [MSDS]), Transportation of Dangerous Goods (TDG)

safety stations, first-aid kits, eyewash stations, fire extinguishing equipment, spill kits, PPE, automated external defibrillator (AED), ventilation equipment

manufacturer's specifications

styles and types of tools and equipment

RPM ratings and the importance of matching this rating to power tool RPM, bit types, and work surface types

single-use tools

multiple-use tools

A-1.01 Selects manual tools and equipment

Key Competencies

Performance Criteria

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
A-1.01.03	document hazards
A-1.01.04	identify hazardous materials
A-1.01.05	identify location of workplace safety equipment and emergency phone numbers
A-1.01.06	identify PPE and safety equipment required
A-1.01.07	report hazards

A-1.02 Uses manual tools and equipment

Key Competencies

Performance Criteria

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

A-1.03 Maintains manual tools and equipment

Key Competencies

Performance Criteria

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

A-1.04 Troubleshoots manual tools and equipment

Key Competencies

Performance Criteria

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

A-1.05 **Selects electric tools and equipment****Key Competencies****Performance Criteria**

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

A-1.06 **Uses electric tools and equipment****Key Competencies****Performance Criteria**

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

A-1.07 **Maintains electric tools and equipment****Key Competencies****Performance Criteria**

A-1.07.01	inspect and maintain electrical tools and equipment to verify safe use and efficacy.
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A-1.08 **Troubleshoots electric tools and equipment****Key Competencies****Performance Criteria**

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

A-1.09 Discards single-use tools

Key Competencies

Performance Criteria

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 A-2 Performs safety related activities

Range of Variables

Jurisdictional Regulations include: OH&S standards, Health Canada/jurisdictional health standards
manufacturer's specifications
solution ratios and strength(s)
types of PPE and safety equipment such as hand protection, eye protection, respiratory protection, and hearing protection
PPE and safety equipment operation
protocols for remediating chemical and body fluid contamination and/or exposure

A-2.01 Uses personal protective equipment (PPE) and safety equipment

Key Competencies

Performance Criteria

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

A-2.02 Maintains safe and hygienic work environment

Key Competencies

Performance Criteria

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 A-3 Performs sanitation, disinfection, and sterilization (SDS)

Range of Variables

Jurisdictional Regulations include: OH&S standards, Health Canada/jurisdictional health standards
manufacturer's specifications
solution ratios and strength(s)

A-3.01 Performs sanitation

Key Competencies

Performance Criteria

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

A-3.02 Performs disinfection

Key Competencies

Performance Criteria

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

A-3.03 Performs sterilization

Key Competencies

Performance Criteria

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

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

Key Competencies

Performance Criteria

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 A-4 Consults with clients

Range of Variables

special needs
precautions and procedures
education principles for clients
contraindications

A-4.01 Determines special needs

Key Competencies

Performance Criteria

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

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

Key Competencies

Performance Criteria

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

A-4.03 Identifies precautions and procedures**Key Competencies****Performance Criteria**

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

A-4.04 Educates clients**Key Competencies****Performance Criteria**

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 contraindications and possible side effects to clients
A-4.04.05	explain client referral system such as, to physicians and specialists

A-4.05 Refers clients with contraindications to physicians and/or specialists**Key Competencies****Performance Criteria**

A-4.05.01	review home care procedures and products with client
A-4.05.02	identify post-service care such as the avoidance of sun exposure and chlorine
A-4.05.03	explain benefits of other services as appropriate
A-4.05.04	explain contraindications and possible side effects to clients
A-4.05.05	explain client referral system such as, to physicians and specialists

MAJOR WORK ACTIVITY B

Demonstrates business management

Trends

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

Task B-5 Completes client information card

Range of Variables

interpersonal skills
privacy legislation
filing and computer systems

B-5.01 Obtains personal and medical information

Key Competencies

Performance Criteria

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

B-5.02 Records treatments

Key Competencies

Performance Criteria

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

B-5.03 Maintains an organized filing system**Key Competencies****Performance Criteria**

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

B-5.04 Practices ethical behaviour**Key Competencies****Performance Criteria**

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

Task B-6 Performs reception duties

Range of Variables

shop policy
people skills
telephone etiquette
professional ethics
appointment procedures

B-6.01 Interacts with clients

Key Competencies

Performance Criteria

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

B-6.02 Performs retail functions

Key Competencies

Performance Criteria

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

B-6.03**Maintains office and waiting area****Key Competencies****Performance Criteria**

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

Task B-7 Performs salon management functions

Range of Variables

payment transaction procedures
types of services and products
basic math and retail calculations
inventory management
displays, marketing, and trends

B-7.01 Tallies individual daily intake

Key Competencies

Performance Criteria

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

B-7.02 Records working hours

Key Competencies

Performance Criteria

B-7.02.01	complete timesheets
B-7.02.02	record working hours

B-7.03 Maintains inventory controls**Key Competencies****Performance Criteria**

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

B-7.04 Operates small business**Key Competencies****Performance Criteria**

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

MAJOR WORK ACTIVITY C

Performs nail care

Trends

There has been an increased demand by clients 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 C-8 Assesses hand, foot, and nail health

Range of Variables

nail structure

nail growth patterns

nail diseases, disorders and conditions

C-8.01 Analyzes nail growth

Key Competencies

Performance Criteria

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

C-8.02 Determines nail condition

Key Competencies

Performance Criteria

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

C-8.03 Analyzes hand and foot condition**Key Competencies****Performance Criteria**

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

C-8.04 Identifies contraindications**Key Competencies****Performance Criteria**

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 C-9 Performs manicure

Range of Variables

nail shapes
infection control
basic procedures

C-9.01 Completes hand soak procedures

Key Competencies

Performance Criteria

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

C-9.02 Performs cuticle care

Key Competencies

Performance Criteria

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

C-9.03 Performs massage for manicure

Key Competencies

Performance Criteria

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 C-10 Performs pedicure

Range of Variables

nail shapes
infection control
basic procedures

C-10.01 Completes foot soak procedures

Key Competencies

Performance Criteria

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

C-10.02 Performs toenail care

Key Competencies

Performance Criteria

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

C-10.03 Performs toe cuticle care

Key Competencies

Performance Criteria

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

C-10.04 Reduces Callus.**Key Competencies****Performance Criteria**

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

C-10.05 Performs foot massage for pedicure**Key Competencies****Performance Criteria**

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 C-11 Performs specialized services

Range of Variables

various spa treatments
infection control

C-11.01 Performs specialized manicure services

Key Competencies	
Performance Criteria	
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

C-11.02 Performs specialized pedicure services

Key Competencies	
Performance Criteria	
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 C-12 Finishes nails

Range of Variables

polish procedures
buffing procedures

C-12.01 Applies polish

Key Competencies

Performance Criteria

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 topcoat to nails

C-12.02 Buffs nails

Key Competencies

Performance Criteria

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

MAJOR WORK ACTIVITY D

Enhancing nails

Task Descriptor

There has been an increased demand by clients 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 D-13 Performs enhancement services

Range of Variables

polish procedures
buffing procedures

D-13.01 Uses nail tips

Key Competencies

Performance Criteria

D-13.01.01	select tip to customize client's nails
D-13.01.02	adhere tip to client's nail without air bubbles
D-13.01.03	trim/shape extension to desired shape/length

D-13.02 Uses nail forms

Key Competencies

Performance Criteria

D-13.02.01	shape nail form to fit smile lines, sidewalls, and arch to ensure well-shaped nails
D-13.02.02	shape nail free edge to fit form

D-13.03 Uses gel and/or powder/liquid (acrylic) products

Key Competencies

Performance Criteria

D-13.03.01	identify contraindications that restrict or prevent the application of gel and/or powder/liquid products
D-13.03.02	implement manufacturer's specifications for correct application
D-13.03.03	identify correct pre-bonding steps (i.e. primer, bonding agent as per the client consultation)
D-13.03.04	apply product to enhance strength, C-curve and arch
D-13.03.05	file to ensure uniform shape and free edge
D-13.03.06	apply French or colour tip, with even and consistent smile lines throughout
D-13.03.07	apply finishing topcoat or buff to ensure shine

D-13.04 Performs fills and maintenance

Key Competencies

Performance Criteria

D-13.04.01	file, reshape, shorten and/or remove all lifted product
D-13.04.02	assess nails for broken corners, or damaged sidewalls
D-13.04.03	repair any broken corners and sidewalls
D-13.04.04	apply product according to manufacturer's specifications

D-13.05 Removes nail enhancements

Key Competencies

Performance Criteria

D-13.05.01	shorten nails to the shortest length possible
D-13.05.02	remove bulk of product
D-13.05.03	apply polish to seal
D-13.05.04	instruct client regarding maintenance

D-13.06 Performs gel toe service

Key Competencies

Performance Criteria

D-13.06.01	identify contraindications that restrict or prevent the performing of gel toe service
D-13.06.02	assess overall health of nails
D-13.06.03	prepare toenails for product application
D-13.06.04	apply non-porous product to prevent bacterial and fungal infections
D-13.06.05	apply anti-fungal drops or spray where required to prevent bacterial and fungal infections
D-13.06.06	instruct client regarding fungal and bacterial prevention

D-13.07 Performs esthetic corrections of nails

Key Competencies

Performance Criteria

D-13.07.01	identify contraindications that restrict or prevent the esthetic corrections of nails
D-13.07.02	identify when to defer treatment to a medical professional
D-13.07.03	create a false nail on fingers or toes, in the absence of a nail, without use of a form
D-13.07.04	build and shape misshapen nails without damaging the integrity of the natural nail

Task D-14 Performs decorative nail services

Range of Variables

decals, gems
airbrushing and paints

D-14.01 Adds nail art

Key Competencies

Performance Criteria

D-14.01.01	draw lines, dots and figures freehand
D-14.01.02	apply nail stamping
D-14.01.03	apply full colour gel

D-14.02 Adds nail ornamentation

Key Competencies

Performance Criteria

C-14.02.01	apply paint, decals and gems
C-14.02.02	apply sealing layer

APPENDIX A

ACRONYMS

LED	light-emitting diode
MSDS	Material Safety Data Sheet
OH&S	Occupational Health and Safety
PPE	personal protective equipment
UV	ultraviolet
WHMIS	Workplace Hazardous Materials Information System
AHT	Authority Having Jurisdiction

APPENDIX B

TOOLS AND EQUIPMENT

Personal Protective Equipment (PPE) 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)

Client – Capes

- draping cape
- robe
- smocks
- spa wrap
- towels

Esthetician Single-Use Tools and Accessories

- arbor bands
- bed line paper
- buffer
- cosmetic applicators
- cotton
- credo blade

1-877-363-0536
apprenticeship@gov.sk.ca
saskapprenticeship.ca

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
eyebrow tweezers
facial water bowl
hair removal tools
makeup brushes
manicure bowl
manicure pillow
manicure scissors
manicure table and stool
nail brush
non-metallic bowl with liners
oil heater and paper cups
scissors
towels
ultraviolet/LED unit
washable hair bands
wax heater

Major Equipment

clothes dryer
dust collector
electric files
esthetics bed
facial machines
manicure table/desk

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

APPENDIX C

GLOSSARY

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