



Esthetician – Skin Care Technician

Saskatchewan Occupational Standard

2024

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 – Skin Care 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 Journeyperson of Qualification Certification. The first occupational analyses for the two Esthetician trades were developed as well as the Journeyperson 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 Journeyperson 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:

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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 – Skin Care Technician trade: an overview of the trade’s duties, work environment, job requirements, similar occupations, and career progression

Trends in the Esthetician – Skin Care 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, journeypersons, 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 Journeyperson 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 Journeyperson 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 Journeyperson 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 – 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.

Esthetician – 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.

Esthetician – Skin Care 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 – Nail Technicians, Hairstylists, body hair removal professionals and eyelash extension salons.

TRENDS IN THE ESTHETICIAN – SKIN CARE 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.

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

Considerable variations are evident among salons regarding the nature and range of services provided. Trends in this industry including permanent make-up, chemical peels, electronic toning, micro-dermabrasion (to eliminate scarring) and lymphatic drainage massage (the elimination of toxins through lymph nodes).

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.

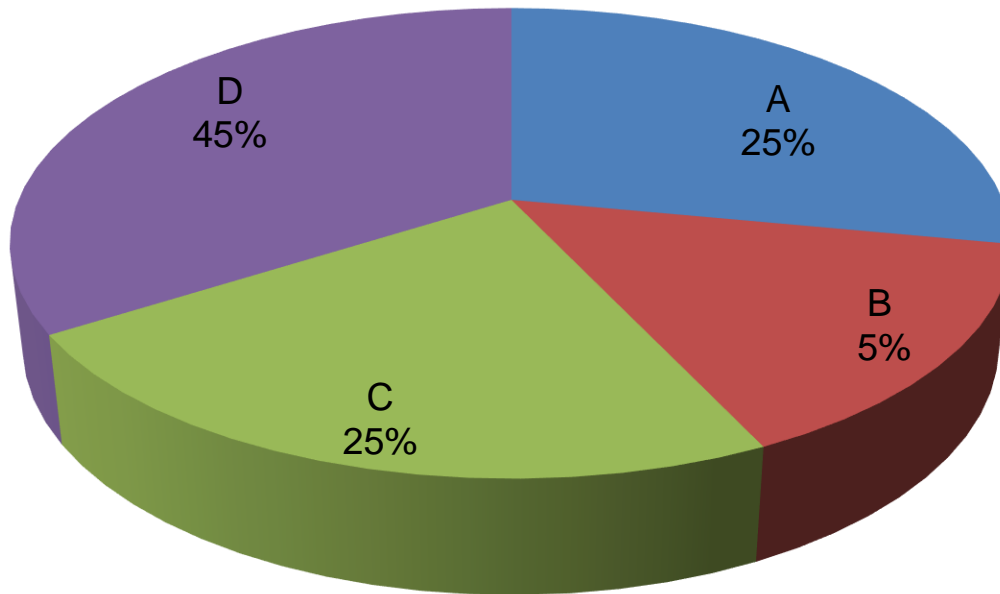
CONTINUOUS LEARNING

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 journey person level of performance, all tasks must be done with integrity, minimal direction and supervision. As a journey person 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	25%
MWA B	Performs salon operations	5%
MWA C	Performs nail care	25%
MWA D	Performs skin care	45%

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 120 questions.

ESTHETICIAN – SKIN CARE TECHNICIAN

TASK MATRIX

This chart outlines the major work activities, tasks and sub-tasks from the 2024 Saskatchewan Occupational Standard. Each sub-task details the corresponding essential skill and level of training where the content is covered.

A – Performs common occupational skills

25%

Task A-1 Uses and maintains tools and equipment 27%	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 13%	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) 33%	A-3.01 Performs sanitation	A-3.02 Performs disinfection	A-3.03 Performs sterilization	A-3.04 Handles, transports, stores and launders linens	
Task A-4 Consults with clients 27%	A-4.01 Determines special needs	A-4.02 Verifies that client’s jewelry and piercings 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 – Performs salon operations

5%

<p>Task B-5 Completes client consultation card 33%</p>	<p>B-5.01 Obtains personal and medical information</p>	<p>B-5.02 Records treatments</p>	<p>B-5.03 Maintains an organized filing system</p>	<p>B-5.04 Practices ethical behaviour</p>	
<p>Task B-6 Performs front desk responsibilities 17%</p>	<p>B-6.01 Performs communication duties</p>	<p>B-6.02 Schedules appointments</p>	<p>B-6.03 Interacts with clients</p>	<p>B-6.04 Completes financial transactions</p>	<p>B-6.05 Maintains inventory</p>
	<p>B-6.06 Prices retail products</p>	<p>B-6.07 Maintains retail displays</p>	<p>B-6.08 Maintains front desk space and waiting area</p>		
<p>Task B-7 Establishes business fundamentals 50%</p>	<p>B 7.01 Develops business plan</p>	<p>B-7.02 Presents professionalism</p>	<p>B-7.03 Markets products and services</p>	<p>B-7.04 Performs small business operations</p>	

C – Performs nail care

25%

<p>Task C-8 Assesses hand, foot and nail health 60%</p>	<p>C-8.01 Analyzes nail growth</p>	<p>C-8.02 Determines nail condition</p>	<p>C-8.03 Analyzes hand and foot condition</p>	<p>C-8.04 Identifies contraindications</p>	<p>C-8.05 Identifies nail anatomy</p>
<p>Task C-9 Performs manicure 20%</p>	<p>C-9.01 Completes hand soak procedures</p>	<p>C-9.02 Performs cuticle care</p>	<p>C-9.03 Performs massage for manicure</p>		
<p>Task C-10 Performs pedicure 10%</p>	<p>C-10.01 Completes foot soak procedure</p>	<p>C-10.02 Performs toenail care</p>	<p>C-10.03 Performs toe cuticle care</p>	<p>C-10.04 Reduces callus</p>	<p>C-10.05 Performs foot massage for pedicure</p>
<p>Task C-11 Performs specialized services 7%</p>	<p>C-11.01 Performs specialized manicure services</p>	<p>C-11.02 Performs specialized pedicure services</p>			
<p>Task C-12 Finishes nails 3%</p>	<p>C-12.01 Prepares nails for polish</p>	<p>C-12.02 Applies polish</p>			

D – Performs skin care

45%

Task D-13 Examines skin 37%	D-13.01 Drapes client for service(s)	D-13.02 Classifies skin types	D-13.03 Identifies skin conditions	D-13.04 Identifies anatomy of skin
Task D-14 Performs body treatment procedures 13%	D-14.01 Performs five basic movements of cosmetic massage	D-14.02 Performs body treatments	D-14.03 Identifies anatomy and physiology muscles, nerves and systems	
Task D-15 Performs facial 19%	D-15.01 Completes basic facial	D-15.02 Completes specialized facial		
Task D-16 Removes unwanted hair 17%	D-16.01 Performs waxing	D-16.02 Eliminates ingrown hair(s)	D-16.03 Performs alternate hair removal processes	
Task D-17 Applies makeup and enhancement applications 11%	D-17.01 Applies basic makeup	D-17.02 Applies specialty makeup	D-17.03 Applies temporary eyelash enhancements	D-17.04 Applies semi-permanent eyelash enhancements
Task D-18 Tints eyebrows and eyelashes 3%	D-18.01 Prepares client for brow/lash tint	D-18.02 Applies tinting product	D-18.03 Tests tinting results	

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, Safety Data Sheet (SDS), 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, and 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	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	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, and 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 manufacturer's 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 task-appropriate clothing according to OH&S and WHMIS guidelines
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 safety data sheets (SDS) 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, and 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 is to 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 is to 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 is to 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, and 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 piercings 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-4.05 Refers clients with contraindications to physicians and/or specialists**Key Competencies****Performance Criteria**

A-4.05.01	explain contraindications and refer to a physical and/or specialist
A-4.05.02	explain client referral system such as, to physicians and specialists

MAJOR WORK ACTIVITY B

Performs salon operations

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 front desk responsibilities

Range of Variables

Basic principles of math, communications include, costs include, information, methods of payment, point-of-sale equipment, pricing equipment includes, procedures used to place and create product orders, and reflective listening.

B-6.01 Performs communication duties

Key Competencies

Performance Criteria

B-6.01.01	answer communication in a professional manner
B-6.01.02	determine nature of communication
B-6.01.03	respond to communicator's requests
B-6.01.04	relay messages
B-6.01.05	follow-up communications
B-6.01.06	close communication in a professional manner

B-6.02 Schedules appointments

Key Competencies

Performance Criteria

B-6.02.01	collect information on services requested
B-6.02.02	determine time required for appointment
B-6.02.03	provide information to client
B-6.02.04	record client's information in appointment booking system
B-6.02.05	confirm appointment

B-6.03 Interacts with clients

Key Competencies

Performance Criteria

B-6.03.01	greet client
B-6.03.02	demonstrate effective interpersonal and communication skills
B-6.03.03	perform reflective listening
B-6.03.04	address client concerns

B-6.04 **Completes financial transactions****Key Competencies****Performance Criteria**

B-6.04.01	perform calculations for costs
B-6.04.02	determine method of payment
B-6.04.03	operate point-of-sale equipment
B-6.04.04	perform transactions

B-6.05 **Maintains Inventory****Key Competencies****Performance Criteria**

B-6.05.01	count inventory
B-6.05.02	maintain stock levels
B-6.05.03	create product order
B-6.05.04	check stock against invoice
B-6.05.05	manage retail sales

B-6.06 **Prices retail products****Key Competencies****Performance Criteria**

B-6.06.01	calculate markups and markdowns
B-6.06.02	operate pricing equipment

B-6.07 **Maintains retail displays****Key Competencies****Performance Criteria**

B-6.07.01	clean retail products and displays
B-6.07.02	display retail products

B-6.08 Maintains front desk space and waiting area**Key Competencies****Performance Criteria**

B-6.08.01	clean front desk space and waiting area
B-6.08.02	display informational and promotional products

Task B-7 Establishes Business Fundamentals

Range of Variables

Business ownership, business identity and brand, floor plan, insurance needs, equipment, social platforms, workplace behaviours, educational events, and add-on services.

B-7.01 Develops business plan**Key Competencies****Performance Criteria**

B-7.01.01	research types of business ownership models
B-7.01.02	conduct market research
B-7.01.03	develop business identity and brand
B-7.01.04	determine jurisdictional regulations
B-7.01.05	conduct financial assessment
B-7.01.06	comply with government business regulations
B-7.01.07	design floor plan
B-7.01.08	determine insurance needs
B-7.01.09	determine staffing requirements
B-7.01.10	determine equipment and supplies needed
B-7.01.11	develop salon policies and procedures

B-7.02 **Presents professionalism****Key Competencies****Performance Criteria**

B-7.02.01	maintain professional image on social platforms related to industry
B-7.02.02	demonstrate professional workplace behaviours
B-7.02.03	stay current with new trends and techniques
B-7.02.04	attend trade shows and educational events
B-7.02.05	identify networking opportunities

B-7.03 **Markets products and services****Key Competencies****Performance Criteria**

B-7.03.01	set retail and service sales goals
B-7.03.02	create visual focal point
B-7.03.03	explain features and benefits of professional products to clients
B-7.03.04	recommend and market products to clients for home use
B-7.03.05	market add-on services
B-7.03.06	evaluate personal service and retail sales
B-7.03.07	market and promote services and retail products
B-7.03.08	participate in events
B-7.03.09	pre-book services

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, and 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 when 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

C-8.05 Identifies nail anatomy**Key Competencies****Performance Criteria**

C-8.05.01	Identify the anatomy of the nail
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Task C-9 Performs manicure

Range of Variables

Nail shapes, infection control, and 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 shape, infection control, and 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 and 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 and buffing procedures.

C-12.01 Prepares nails for polish

Key Competencies

Performance Criteria

C-12.01.01	prepare nail by removing excess oil from nail plate
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C-12.02 Applies polish

Key Competencies

Performance Criteria

C-12.02.01	apply base coat to nail
C-12.02.02	apply colour in two coats to ensure uniform coverage
C-12.02.03	apply topcoat to nails

MAJOR WORK ACTIVITY D

Performs skin care

Task Descriptor

There has been an increased demand by clients for product knowledge for specific applications in skin care. There is an ongoing increase of products available and the technology associated with them.

Task D-13 Examines skin

Range of Variables

Anatomy and physiology.

D-13.01 Drapes client for service(s)

Key Competencies

Performance Criteria

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

D-13.02 Classifies skin types

Key Competencies

Performance Criteria

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

D-13.03 Identifies skin conditions**Key Competencies****Performance Criteria**

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

D-13.04 Identifies anatomy of skin**Key Competencies****Performance Criteria**

D-13.04.01	identify cell structures and their functions
D-13.04.02	identify cells and their functions within the epidermis, dermis, and hypodermis
D-13.04.03	identify sensory nerves and their functions

Task D-14 Performs body treatment procedures

Range of Variables

Anatomy, physiology, manufacturer's specifications, and product knowledge.

D-14.01 Performs five basic movements of cosmetic massage

Key Competencies

Performance Criteria

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

D-14.02 Performs body treatments

Key Competencies

Performance Criteria

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

D-14.03 Identifies anatomy and physiology muscles, nerves and systems

Key Competencies

Performance Criteria

C-14.03.01	identify the skeletal muscles of the body and their functions
C-14.03.02	identify the nerves in the face and body and their functions
	identify components of the circulatory system and their functions
	adjust the service according to the client's anatomical and physiological needs

Task D-15 Performs facial

Range of Variables

Anatomy, physiology, manufacturer's specifications, tools and equipment, and product knowledge.

D-15.01 Completes basic facial

Key Competencies

Performance Criteria

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 sunscreen, serums, boosters, and moisturizers

D-15.02 Completes specialized facial

Key Competencies

Performance Criteria

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

Task D-16 Removes unwanted hair

Range of Variables

Physiology, product knowledge, limitations of service, tools and equipment.

D-16.01 Performs waxing

Key Competencies

Performance Criteria

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

D-16.02 Eliminates ingrown hair(s)

Key Competencies

Performance Criteria

C-16.02.01	manipulate ingrown hair(s) from follicle manually
C-16.02.02	extract ingrown hair(s) from follicle using tools such as tweezers and lancet

D-16.03 Performs alternate hair removal processes

Key Competencies

Performance Criteria

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

Task D-17 Applies makeup and enhancement applications

Range of Variables

Colour theory, highlighting, contouring, corrective application, product knowledge, and tools and equipment.

D-17.01 Applies basic makeup

Key Competencies

Performance Criteria

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

D-17.02 Applies speciality makeup

Key Competencies

Performance Criteria

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

D-17.03 Applies temporary eyelash enhancements

Key Competencies

Performance Criteria

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

D-17.04 Applies semi-permanent eyelash enhancements

Key Competencies

Performance Criteria

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

Task D-18 Tints eyebrows and eyelashes

Range of Variables

Knowledge of cleansing, protective and tinting products, tools and equipment, dispensing, mixing and applying techniques, aftercare procedures, processing and colour absorption times, tinting product removal, and client consultation procedures and expectations.

D-18.01 Prepares client for lash/brow tint

Key Competencies

Performance Criteria

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

D-18.02 Applies tinting product

Key Competencies

Performance Criteria

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

D-18.03 Tests tinting results

Key Competencies

Performance Criteria

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

APPENDIX A

ACRONYMS

DIN	drug identification number
GST	goods and services tax
HLD	high level disinfection
ILD	intermediate level disinfection
LED	light-emitting diode
LLD	low level disinfection
SDS	safety data sheet
OH&S	occupational health and safety
PPE	personal protective equipment
PST	provincial sales tax
SDS	sanitation, disinfection and sterilization
SPF	sun protection factor
WHMIS	workplace hazardous materials information system

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
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