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The City & Guilds textbook

**SAMPLE
MATERIAL**

Level 2

Beauty Therapy

FOR THE TECHNICAL CERTIFICATE

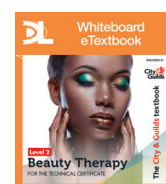
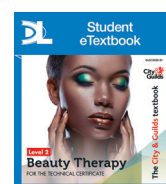
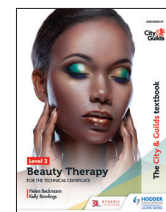
**Helen Beckmann
Kelly Rawlings**



Hodder Education and City & Guilds are working in partnership to produce high-quality print and digital textbooks for City & Guilds' new suite of Technical qualifications, as well as Apprenticeships at levels 2 and 3.

Written specially for the new Technical Certificate in Beauty Therapy, this book will support your learners with the knowledge they need to succeed in their studies. Complementing quality teaching, this textbook covers essential knowledge in every unit, as well as illustrating practical skills with industry quality photographic illustrations.

The City & Guilds Textbook Level 2 Beauty Therapy for the Technical Certificate Student Book	Helen Beckmann, Kelly Rawlings	9781510416222	September 2017	£32.99
The City & Guilds Textbook Level 2 Beauty Therapy for the Technical Diploma Student eTextbook	Helen Beckmann, Kelly Rawlings	9781510415294	October 2017	1-Year: £8.25 +VAT 2-Year: £13.20+VAT 3-Year: £19.80 +VAT
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- Carefully matched to the requirements of the new qualifications, this comprehensive textbook will provide you and your learners with reliable guidance through this period of transition, in clear and accessible language.
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Selected pages from Chapter 5



▲ Selection of manicure products



▲ Selection of pedicure products

Consultation for manicure and pedicure treatments

At all times in the salon, and especially during the consultation, it is important that you behave in a professional manner. You should always work cooperatively with others and follow the salon's requirements.

When you communicate, you must make sure that you follow the communication guidance given in Chapter 1, Principles of practice. Use an appropriate friendly tone and speak clearly. Make sure you talk directly to the client when you can and use the client's name so that they know you are talking to them and to make them feel reassured and at ease. Check that the client understands what you are saying and give them the opportunity to ask questions.

Methods of communication

The following are some questioning techniques you can use for manicure and pedicure treatment consultations. They will help you to gain the correct information from the client to ensure you provide the best nail treatment to meet their expectations.

- The reason for the treatment – is it a special occasion or a holiday?
- Have they previously had a manicure or pedicure treatment before?
- What is the condition of the skin and nails? This could lead to a specialised treatment.
- What is their occupation?
- What colour polish would they like on their nails?
- What are their hobbies?

Carrying out your consultation

Carry out your professional consultation to identify the treatment objective. The consultation is your opportunity to **up-sell** the treatment you are giving if this is possible or desired by the client. For example, if the client is having a standard manicure or pedicure you could offer them a deluxe treatment.

HANDY HINT

Remember, being professional means being polite, using appropriate language (both verbal and non-verbal), listening carefully and being approachable at all times.



▲ Remember to 'plant the seed' during a consultation!

KEY TERM

Up-sell – To offer or promote a more deluxe product or treatment.

Features in the book

The City & Guilds Textbook Level 2 Beauty Therapy: for the Technical Certificates

Handy hints provide tips for the workplace and, where applicable, links to related information throughout the book.

HANDY HINT

Not all clients want a colour polish applied. They might just want a conditioning treatment applied to the nails. Male clients will have a buffed, polish-free finish and some female clients might also prefer this option.

KEY TERM

Summarise – Give a brief statement of the main points.



HANDY HINT

Clients might only spend one hour in the salon having a treatment which is one hour of professional care. If they have one treatment a month, that equates to 12 hours of care in a year. Twelve hours is plenty of time to advise them about good practice and educate them on how to achieve their desired aims.

To make sure your client leaves satisfied, it is important to listen to them carefully and match the treatment objectives to their expressed needs.

The client might have several treatment objectives including:

- to reduce and/or even out the length of the nails
- to smooth out any irregularities on the nail plate
- to improve the condition and appearance of the cuticle
- to condition, rehydrate and nourish the nail and skin
- to exfoliate the skin
- to provide an attractive and/or a protective covering to the nail plate.



▲ Analysing a client's nails

When you have agreed the treatment objectives, it is a good idea to **summarise** exactly what the manicure or pedicure treatment will include. When you have agreed the treatment plan with your client, you should ask them to sign and date it to agree and consent to the treatment.

The skin and nail analysis

You should always carry out a skin and nail analysis before every manicure and pedicure, even on regular clients. Our skin is changing all the time and there are lots of factors, such as ill health, that can make our skin and nail structure change.

Give the skin and nails a quick spray with a skin sanitiser. Analyse the skin and nails before starting the treatment to:

- check for contra-indications
- identify specific areas for treatment
- make sure that a suitable treatment plan is provided
- make sure the client is treated with suitable products (as many nail companies now offer a range of specialised treatment ranges)
- build a rapport and gain the client's confidence
- check progress if the client has had previous treatments.

Look at each nail plate in turn. Make a note of anything you can see or feel. When you have done this you can then decide on your client's skin and nail type and condition. During the skin and nail analysis, you should also be checking for any contra-indications to treatment, such as nail disorders and diseases.

Factors affecting the condition of the nails and skin

When you are carrying out the skin and nail analysis, there are a number of day-to-day and lifestyle factors that can affect the condition of a client's skin that you should take into consideration. These will affect your treatment plan and recommendations.

KEY TERM

Toxin – A poison.

Information tables make important concepts clear and consolidate understanding.

Factor	Effect on the nails and skin
Occupation	<ul style="list-style-type: none"> Working outside or in extremes of temperature will have an adverse effect on their skin and nails. Varying temperatures can cause dryness, dehydration and increase photo-ageing. Contact with chemicals when hands are not properly protected can result in dryness or contact dermatitis.
Time to commit to treatment	<ul style="list-style-type: none"> If the client leads a busy lifestyle – a busy job and/or has lots of other responsibilities – how much time do they have to spend on improving or maintaining the condition of their hands and/or feet?
Daily lifestyle and habits	<ul style="list-style-type: none"> Smoking affects the repair and condition of the skin. Cigarettes contain unhealthy toxins. Smoking affects the quality of oxygen absorbed in the lungs. Nicotine can stain the skin and nails on the fingers that hold the cigarette. A lack of sleep will slow down the skin's ability to repair itself. It is while we are sleeping that the body repairs itself. People who drink too much alcohol (either regularly or through binge drinking) are at a high risk of damaging their liver. The liver is an important organ that helps to process nutrients and remove toxins from the body.
Lack of home care and the use of incorrect products	<ul style="list-style-type: none"> If there is a lack of home care, the skin and nails might be neglected. For example, a lack of care to the feet can lead to the build-up of hard skin on the heels. The use of products that do not benefit the client will result in a lack of incentive to keep up a skin/nail care routine as the client will not see positive results.
Medication	<ul style="list-style-type: none"> Some medication can alter the skin and nails (for example, steroids can thin the skin).
General state of health	<ul style="list-style-type: none"> If the client's general health is poor, it is quite likely that their skin and nails will reflect this and they might look dull or dehydrated. If the client is healthy, it is likely that their skin will be too. White marks that are even across the nail can be an indication that the client has had an illness when the nail was being produced. Ill health can take its time to show in the nails because of the amount of time it takes the nails to grow.

▲ Factors affecting the condition of the nails and skin

The City & Guilds Textbook Level 2 Beauty Therapy: for the Technical Certificates

When carrying out your inspection of the skin and nails, you should consider the following factors and adapt your treatment as necessary.

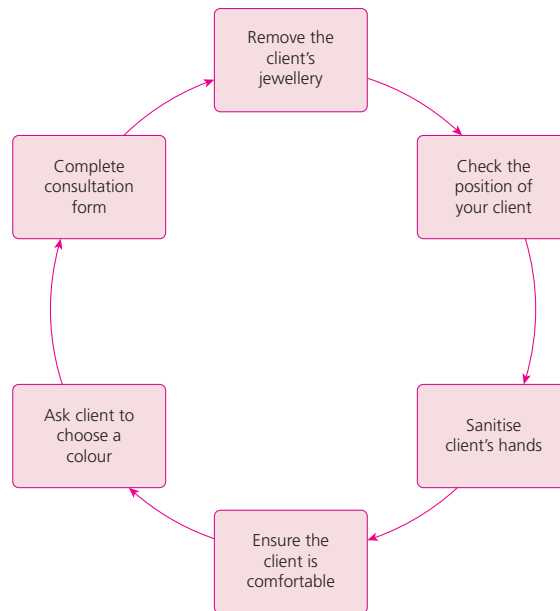
Factor influencing treatment	Consideration or cause	Adaptation of the treatment
Loss of elasticity in the skin. Ridges and dryness in one or more of the nail plates.	<ul style="list-style-type: none"> • The age of the skin and nails. • How are the nails and skin being affected by the ageing process? 	<ul style="list-style-type: none"> • Use an extra hydrating massage cream or hydrating anti-ageing mask. • You might also have access to anti-ageing serums that can be used to add extra luxury to the nail service. • Recommend that the client uses hydrating products at home, such as hand cream, foot cream and cuticle oils.
The texture of the skin and nails – do they feel dry?	<ul style="list-style-type: none"> • Dry skin, hands and cuticles might be a sign of neglect or exposure to harsh products and chemicals. 	<ul style="list-style-type: none"> • Use hydrating, conditioning products. • Recommend that the client uses both conditioning and hydrating products at home or that they use protective gloves.
How warm or cool the skin's temperature is.	<ul style="list-style-type: none"> • This will give you an indication as to what the client's circulation is like. • Poor circulation (cold hands and feet) will affect the condition of the skin and nails. 	<ul style="list-style-type: none"> • Poor circulation will benefit from massage to increase the circulation. • Buffing the finger nails will also help to stimulate the circulation to the nails to improve nail growth.
Skin or nail imperfections or abnormalities, such as: <ul style="list-style-type: none"> • corns • calluses • bunions • thickened toes nails • thread veins (feet) • discoloured nails • scar tissue • damage to the nail plate. 	<ul style="list-style-type: none"> • The cause will vary depending on the imperfection found. 	<ul style="list-style-type: none"> • Treatment might need to be adapted and the area avoided to prevent any harm or further tissue damage.
The client's natural nail shape.	<ul style="list-style-type: none"> • Which shape will best complement the client's natural nail shape? 	<ul style="list-style-type: none"> • Shape the nail according to the natural shape for the best result. • You should also consider the client's wishes and advise the client if their request is not achievable.

▲ Factors influencing treatment

Selected pages from Chapter 6

Prepare client for treatment

It is important to prepare the client prior to starting the service. Below is a list to check off after you have prepared the work area.



▲ A client's hands being sanitised

▲ Preparing a client for treatment



▲ A full set of coloured gel nails



▲ A full set of French gel nails



▲ A therapist applying French gel polish

Photographs throughout each chapter illustrate equipment and skills in practice.

HANDY HINT

Thoroughly cleanse the whole of the nail plate to ensure gel polish adhesion.

Features in the book

The City & Guilds Textbook Level 2 Beauty Therapy: for the Technical Certificates

HANDY HINT

Pull back the lateral folds at each side of the finger when cleansing, filing and applying gel polish.

Apply gel polish colour on finger nails

The following steps describe the application of gel polish colour on fingernails.



STEP 1 – Sanitise both hands.



STEP 2 – Push back cuticles on both hands.



STEP 3 – Nip away any excess cuticle with nippers, on both hands.



STEP 4 – With a 240 grit, file the nails into shape.



STEP 5 – Buff the nail with a 150 grit buffer to remove the shine.



STEP 6 – Cleanse each nail plate.



STEP 7 – Apply base coat to the fingers of one hand and cure.



STEP 8 – Apply a thin layer of gel polish to the nail plate of fingers (not thumb) and cure.



STEP 9 – Repeat this process on the other hand and cure.



STEP 10 – Apply second coat to the first four nails and cure. Repeat this process on the other hand and cure.



STEP 11 – Apply top coat to all fingers and cure.



STEP 12 – Apply base coat. Then apply first coat to both thumbs and cure, then repeat this process for the second coat.



STEP 13 – Apply top coat to thumbs and cure.



STEP 14 – Cleanse the tacky layer off each finger and thumb. Finish by applying cuticle oil.



STEP 15 – Finished look.

Step-by-step guides help students visualise and memorise beauty therapy methods.

HANDY HINTS

Apply thin, even coats to ensure proper curing.

Self-levelling automatically evens on the nail plate, preventing the dreaded brush stroke look.

Make sure you cap the gel polish colour and top coat to prevent lifting and peeling.

Features in the book

The City & Guilds Textbook Level 2 Beauty Therapy: for the Technical Certificates

Apply gel polish colour on toe nails

The following steps describe the application of gel polish colour on the toenails.



STEP 1 – Sanitise both feet.



STEP 2 – With a 240 grit, file the nails into shape.



STEP 3 – Buff the nail plates with a 150 grit buffer.



STEP 4 – Push the cuticle back on both feet.



STEP 5 – Nip away any excess cuticle from both feet.



STEP 6 – Cleanse the nail plates.



STEP 7 – Apply a thin layer of base to each of the nail plates to one foot and cure. Repeat with other foot.



STEP 8 – Apply a thin layer of gel polish to the nail plates of one foot and cure. Repeat this process on the other foot.



STEP 9 – Cure.



STEP 10 – Apply second coat to the nails and cure.



STEP 11 – Apply top coat to all nails and cure.



STEP 12 – Cleanse the tacky layer off each toe. Finish by applying cuticle oil.



STEP 13 – Finished look.



ACTIVITY

Write down the step by step for each application onto cue cards to make it easier when you are learning the process of application.

Activities relate beauty therapy theory to everyday situations.

Features in the book

Test your Knowledge

Question 1

Natalie has only ever had nail polish on her nails but has heard about UV gel polish. She wants to know more before she commits to the treatment.

- How would you explain the benefits of UV gel treatments over nail polish?

Question 2

Explain how you would prep the nail ready for the application of gel polish.

Question 3 – scenario based

Emma works as a hairdresser and has her nails in and out of the water all day.

- What advice would you give her when wearing gel polish to maximise the effects of her treatment?

Question 4

Explain the process of curing UV gel polish.

Question 5

State four contra-indications that restrict a gel polish treatment.

Question 6

List three differences between LED and UV lamps.

Question 7

Describe what an exothermic reaction is.

Question 8

Describe the gel polish removal process.

End of chapter 'test your knowledge' questions reinforce learning and aid revision.

Practical Assignment

To help you prepare for your synoptic test assignment, complete the following:

1. A client is booked in for a light-cured gel polish manicure and pedicure treatment. It has been three weeks since her last manicure treatment. This the first time she has had gel polish applied to the toes.
 - Remove a set of gel polish fingernails.
 - Apply a set of gel polish fingernails using French application.
 - Apply a set of gel polish toenails using a dark colour.

You must carry out a thorough consultation with your client and record the results of the hand and foot skin and nail condition and client requirements, including nail colour. Ensure you adapt your techniques and methods of working to achieve the treatment plan. Provide suitable advice and recommendations at the end of the treatment. Evaluate your strengths and any areas to develop further.

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