

Participant Handbook

Sector
Beauty and Wellness

Sub-Sector
Beauty & Salon

Occupation
Nail Care Services

Reference ID: **BWS/Q0403, Version 3.0**
NSQF Level 4



**Nail
Technician**

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

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is hereby issued by the

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Special thanks are extended to the persons who collaborated in the preparation of the different modules. Sincere appreciation is also extended to all who have provided subject matter and review for the individual modules.

The preparation of this manual would not have been possible without the support of the Beauty and Wellness Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the industry. We would specially like to thank Ms. Gurpreet Seble, Nail Spa by Gurpreet who have reviewed and given input for this trainee manual.

This participant manual is dedicated to all the aspiring youth who desire to achieve special skill which would be a lifelong asset for their future endeavors and help them make a bright career in the Beauty and Wellness Sector.



About this Book

The beauty and wellness industry in India is growing at a CAGR of 18.6 % and is likely to reach the 100,000 crore mark soon. The sector is thriving on the increasing section of affluent and middle-class population that has started considering beauty and wellness as a necessity. Increased emphasis on a holistic wellbeing with people's desire to look good and young are other motivators for the beauty and wellness industry. Employment in Beauty Sector is expected to grow at a CAGR of 20%, with 23% in organised and 15% in unorganised segments with a shortage of over 600,000 skilled personnel. With a shift in focus towards quality of service, the industry has been looking to hire skilled workforce to sustain growth.

This Participant Handbook is designed to enable theoretical and practical training to become a Nail Technician. The Qualification Pack of an Nail Technician includes the following National Occupational Standards which have all been covered in this Trainee Manual:

1. Prepare and maintain work area.
2. Perform manicure and pedicure services.
3. Perform nail enhancement and overlay using liquid and powder (acrylic)
4. Perform nail enhancements and overlays using UV gel
5. Perform Refill
6. Perform gel polish application
7. Perform electric filing
8. Perform nail art application
9. Maintain health and safety at the workplace
10. Create a positive impression at the workplace.

This Participant Handbook is designed considering the minimum education qualification of Nail Technicians. The key learning objectives and the skills gained by the participant are defined in their respective units. We would like to thank, Chairperson of Beauty and Wellness Sector Skill Council for her constant guidance and support. We would also like to acknowledge the efforts put in by the B&WSSC team, master trainer, consultants and our Industry Experts Ms Gurpreet Seble and Ms Joban who give their valuable inputs in making this Participant Handbook. We hope that this Participant Handbook will be able to provide a sound learning support to our friends to aspire to build their career in the beauty and wellness industry.

Symbol Used



Key Learning
Outcomes



Steps



Notes



Objectives



Practical



Exercise

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1. Introduction

Unit 1.1 – Objectives of this Program



Key Learning Outcomes

At the end of this module, you will be able to:

1. Explain the objectives of this program
2. Describe the role and responsibility of a Nail Technician accurately
3. Describe the beauty and wellness industry

Unit 1.1: Introduction

Unit Objectives

At the end of this unit, you will be able to:

1. Explain objectives of this program
2. Describe the role and responsibilities of a Nail Technician

1.1.1 Introduction

Today, the beauty and wellness sector has gained prominence in India and displayed consistent and remarkable growth, making it a potentially significant contributor to economic growth and a leading employer creating millions of employment opportunities across the nation. The reason for this phenomenal growth is the rising consumerism, globalisation and changing lifestyles of Indian consumers as well as increasing rate of wellness tourism.

The rapid growth in beauty and wellness industry along with the entry of giant organised players both nationally and globally, has led to huge demand for trained personnel. However, there is a huge deficit in the availability of skilled and trained personnel. This talent deficit poses threat to the growth and expansion of the whole beauty and wellness industry. Developing skilled and trained personnel is thus a huge task at hand for both businesses and for the sector.



Fig 1.1 Nail Technician

1.1.2 Nail Technician

A Nail Technician in the Beauty and Wellness Sector is a critical operational job-role providing various types of beauty services in salons and spas.

A Nail Technician should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the customers.

Technically the Nail Technician should be well versed with Human Anatomy to the extent of identifying purpose, locations of bones, muscles, arteries of the hand and feet. It is essential for them to identify nail parts and be aware of stage of growth, nail disorders and related services.

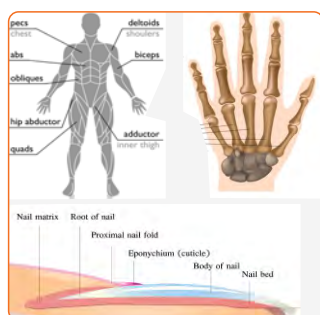


Fig 1.2 Human anatomy

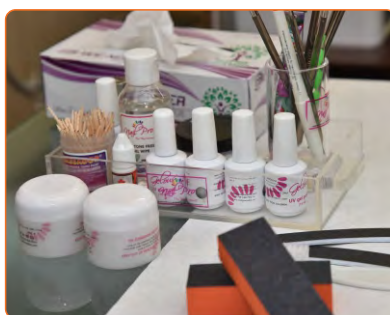


Fig 1.3 Tools used in nail service

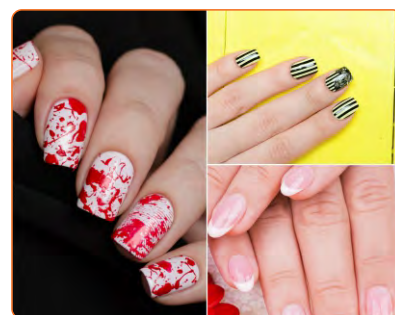


Fig 1.4 Types of Nail services

The Nail Technician should also know about various products, tools and equipment and range of services that are offered in relation to nails.

They are expected to be competent in the following tasks during the course of their work:

Prepare and maintain work area	Perform manicure and pedicure	Perform nail enhancement and overlay using liquid and powder (acrylic)
Perform nail enhancement and overlay using UV gel	Perform refill	Perform gel polish application
Perform electric filing	Perform nail art application	Create a positive impression at the workplace
	Maintain health and safety at the workplace	

1.1.3 Nail Technician

Roles and Responsibilities of a Nail Technician

Nail technicians are responsible for various nail care and nail enhancement processes. The key processes that they have to perform competently are as follows:

- Prepare the treatment area and keep it organised so that all the services are carried out without any issues, ensure proper disposal of waste material, record keeping and sterilisation and disinfection of tools.
 - Perform basic manicure and pedicure and provide spa manicure, pedicure services too.
 - Perform acrylic nail enhancement and prepares for the same by cleaning the nails, nail plate, fixing tips, buffing and polishing the old enhancements, as well as removing the enhancements as per the client's desire and providing aftercare advice.
 - Perform nail enhancement using UV gel and carry out nail plate preparation, form sculpting, UV gel application, tip application, enhancement repair, removal when needed by the client and achieve a finished result.
 - Perform refill of the acrylic nails, buff and polish the enhancements, file the nails and meet the agreed service plan.
-
- Prepare the nails for gel polish application, monitor the curing time in a UV dryer and seal to create a high shine finish.
 - Identify the nail conditions, prepare the nail plate, apply nail wraps, buff and polish the nails, seal to create a high shine finish and carry out removal as per the need.



Fig 1.5 Manicure and Pedicure Services



Fig 1.6 Nail Enhancement



Fig 1.7 Sticker Nail Art

- Be creative and possess expertise in nail art using various methods like polish, gems, studs, stone embellishment, glitter, colour blending, stamping, etc.



Fig 1.8 Embellished and striped Nail Art

- Perform correct filing techniques using an electric file, select suitable speed, ensure correct usage procedure, create a smooth surface, remove and store the attachments safely.



Fig 1.9 Electric Filing

- Consult and advise the clients for services, products or a suitable treatment, communicate effectively, provide aftercare advice and maintain the records of the client accurately and securely.



Fig 1.10 Client Consultation

- Maintain health and safety at the workplace, set up and position the equipment, chemicals, products and tools in the work area meeting all the requirements, clean and sterilize all tools and equipment before use, ensure proper waste disposal, maintain first aid kit.



Fig 1.11 Sterilising Tools

- Assist in maintaining accident reports, identify and assist in documenting potential risks and hazards in the workplace, report health and safety risks/ hazards to concerned personnel and use tools, equipment, chemicals and products in accordance with the organisation's guidelines and manufacturers' instructions.



Fig 1.12 Hazards in the work place

- Create a positive impression at the work place, maintain a pleasant appearance and behavior, execute tasks as per organisation's standards, communicate effectively with all the stakeholders, record information accurately and maintain its confidentiality.



Fig. 1.13 Nail Technician and a client

Attributes of a Nail Technician

The following are attributes of Nail Technician:

Customer Orientation – Make the customer comfortable.
Understand what the customer needs even when he/she is unable to express. Keep the workplace clean as it is the first attribute which convinces customer to take your services.

Clean Personal Appearance –
Maintain a clean personal appearance. Customer may not like to take your services if you have a shabby or messy demeanour. Beware about body odour, bad breath, and overall hygiene.

Make suitable suggestions – If you catch your customer confused and indecisive, use the opportunity to suggest the best for him/her.
Customer may like it and appreciate. You are not at loss anyway.

Don't be in hurry – Do not rush the customer out. If you are attending the customer, make sure you give him/ her proper time.

Keep your knowledge updated –
You must know all the important updates about your field so that if the client has any question, you must be able to answer him/her appropriately.

Respect your customer – Respect the decision of your customers and do not force your opinion. Ultimately it is their decision what services they wish to take from you and you must respect that.

Have knowledge about products –
Nail Technician must be able to tell what products are suitable for the customer. For instance if a customer having dry skin ask for a face cream then an Assistant Nail Technician must keep the skin type in mind and suggest the best product available. This can happen only if she has knowledge about available products.

Proficiency in communication – A Nail Technician needs to have good communication skills. Nail Technician first deals with customer with her/his communication skills and later with beauty skills. Therefore, she/he has to be warm and welcoming, should give details, must not fumble and be clear with what she says.

Good body language – Nail Technician must not be stressed over handling customers. Her/his body language should be easy yet active, she/he should seem happy to work and give her/his services, must be smiling and quick.

1.1.4 The Beauty Industry in India

Though the beauty and wellness industry is new in India, there is increasing awareness about health and well being.

The beauty and grooming industry in the country is booming, thanks to the growing desire among both men and women to look stylish and feel good.

The urban salon market in India is small by world standards but growing at a rapid pace. A KPMG Wellness Sector report released in April this year projected that the size of India's beauty and wellness market would nearly double

to Rs 80,370 crore by 2017/18 from Rs 41,224 crore in 2012/13. Business is so good that it has caught the attention of private equity firms.

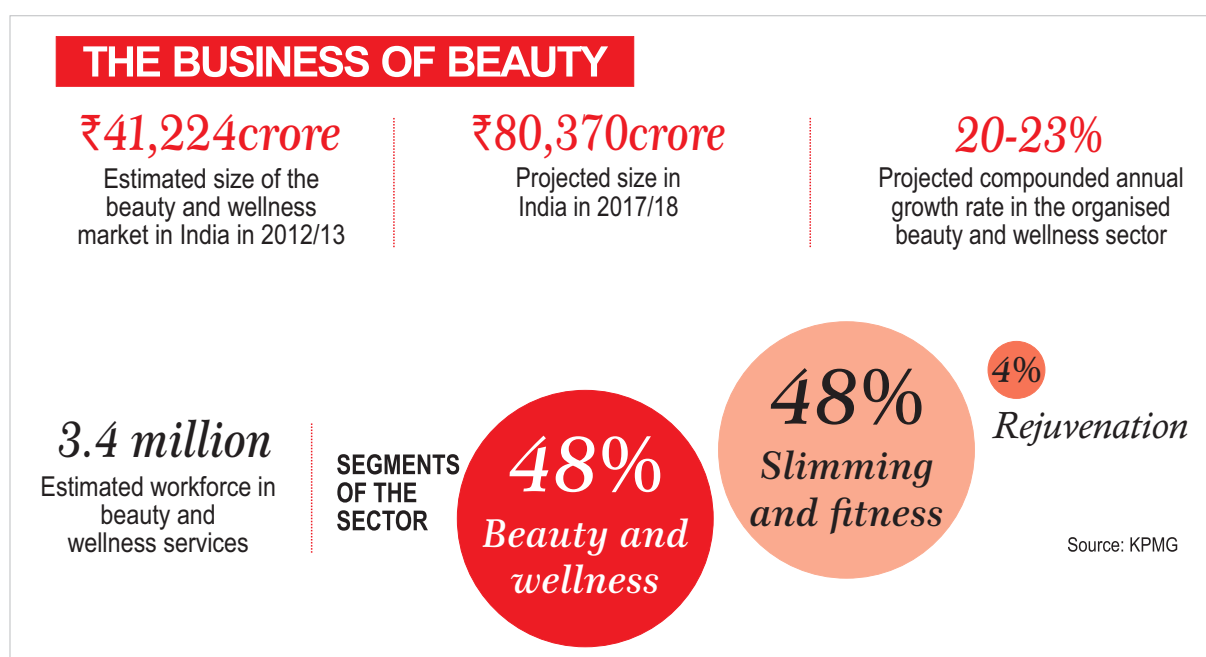


Fig 1.14 Facts about beauty industry

One segment of the beauty business that is doing particularly well is specialised haircare. An AC Nielsen report estimates the haircare market in India at Rs 3,630 crore, with average annual growth of 20 per cent.

Another segment expanding rapidly is bridal makeup. Earlier, it was usually only the bride who visited the salon prior to the wedding ceremony, but now friends and relatives often join her and salons offer special packages for them.

Quality beauty treatment calls for specialised knowledge - thus training schools are also proliferating. Most salon chains have their own academies. VLCC, for instance, runs 75 different courses. The government's Beauty and Wellness Sector Skill Council also runs various training schemes. Naturally, employment opportunities in the sector are booming, too. The KPMG Wellness Report estimates that workforce requirements in the beauty and salon segment will grow from 3.4 million in 2013 to 12.1 million in 2022. Salaries of makeup and beauty professionals vary between Rs 15,000 and Rs 65,000 per month.

Reasons for growth

The following are reasons for growth of the Beauty and Wellness Sector

- Growing consumerism, rapid urbanisation and rising disposable income are said to be the most dominant Factors driving this market.
- Young consumer population is characterised by the increased exposure to media so the increased aspiration for beauty.
- Excessive obsession with young looking skin has catapulted the sector towards growth as more and more consumers ask for cosmetic treatments as well as anti-ageing products to achieve the same product Innovation and an increased demand for looking good has made this segment poised for significant growth in the future.

1.1.5 Career Opportunities Within The Beauty Sector



Fig 1.15 Major sub-segments within the beauty sector

Beauty Centres and Hair Salons – The beauty and salon segment includes skin, hair and nail care services. Services are given in order to meet customer's requirement of fixing personal appearance or look.

Product and Counter Sales – This includes sales of beauty and salon products, including cosmetics and toiletries that address age-related health and appearance issues. The products are bought for different beauty requirements.

Fitness and Slimming – Includes service providers involved in the fields of physical exercises, yoga, other mind-body practices and weight-loss and slimming.

Rejuvenation Centers – This includes the core spa industry services, including spa operations, spa education, products and events. The sector offers services aimed at relaxing the body and the mind.

Alternate Therapy Centers – Alternative therapies can provide clinical diagnosis and treatments under alternative therapy.

Emerging Unisex Service – Many organised segments are offering such services and many Unisex beauty and wellness centres are getting acceptance.

Expansion in different areas/regions – Apart from urban areas and metro cities, rising awareness is causing the expansion of industry in other areas as well.

International beauty brands – Growing customers is causing international brands to penetrate the Indian market.

Most Nail technicians start their career in beauty centres and nail studios, however can move to any of the other sub-segments too.

The career pathway available to a Nail technician is as follows:

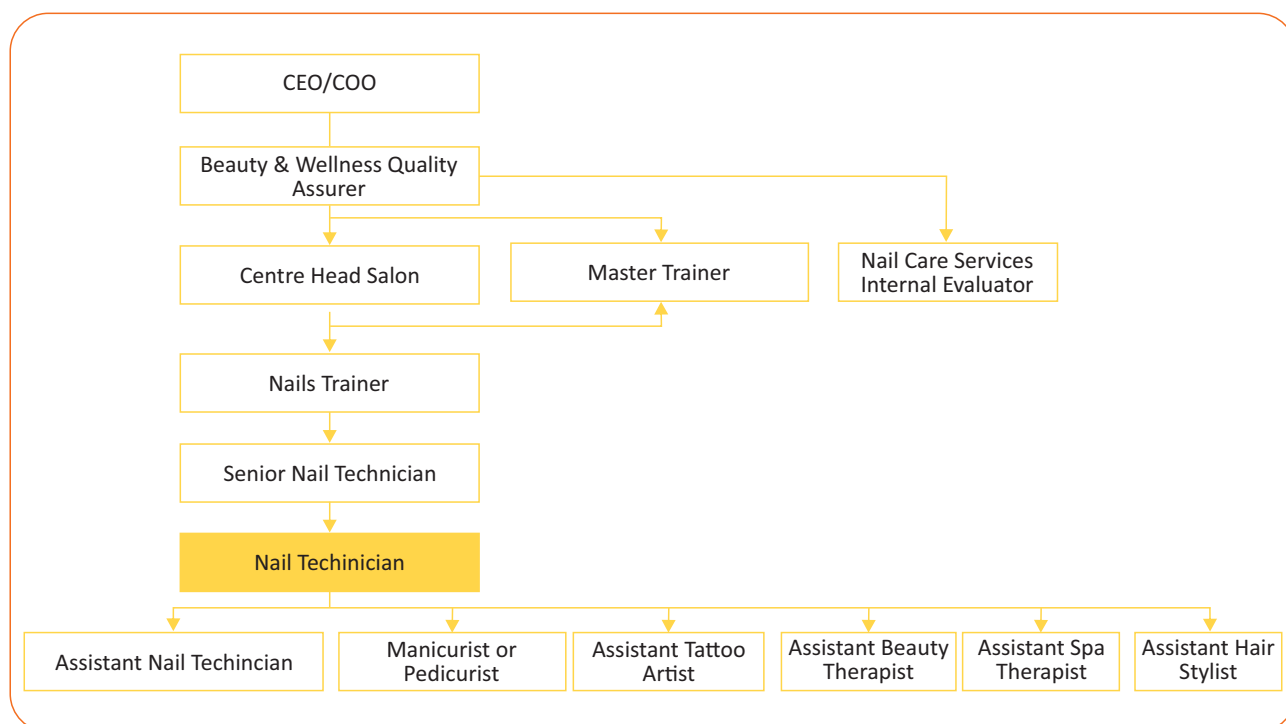


Fig 1.16 Career pathway for a nail technician