







# Participant Handbook

Sector

**Beauty & Wellness** 

Sub-Sector

**Beauty & Salons** 

Occupation

**Nailcare Services** 

Reference ID: BWS/Q0402, Version 4.0

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Pedicurist and Manicurist

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

Shri Narendra Modi
Prime Minister of India







# COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY & WELLNESS SECTOR SKILL COUNCIL** 

for

**SKILLING CONTENT: PARTICIPANT HANDBOOK** 

Complying to National Occupational Standards of

Job Role/ Qualification Pack: <u>'Pedicurist and Manicurist'</u> QP No. <u>'BWS/Qo4o2, V4.o, NSQF Level 3'</u>

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Blossom Kochhar

Authorised Signatory (Beauty & Wellness Sector Skill Council)

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The preparation of this handbook would not have been possible without the Beauty Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

This Participant Handbook is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

#### About this book -

Welcome to the "Pedicurist and Manicurist" training programme. This PHB intends to facilitate the participants with detailed knowledge about the concept of Beauty & Wellness industry, Pedicurist and Manicurist profession and their functioning.

This Participant Handbook is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/ topics and additional topics.

- 1. Introduction (Bridge Module)
- 2. BWS/N9001 Prepare and maintain work area
- 3. BWS/N0401 Perform manicure and pedicure services
- 4. BWS/N0403 Provide specialized hand and foot spa services
- 5. BWS/N0202 Shampoo and condition hair and scalp
- 6. BWS/N0417 Provide Indian head massage
- 7. BWS/N9002 Maintain health and safety of workplace
- 8. BWS/N9003 Create a positive impression at the workplace
- 9. BWS/N0127 Carry out application of simple mehndi designs (Optional)
- 10. Employability Skills

## **Symbols Used**



Key Learning
Outcomes



Unit Objectives



Exercise



Tips



Notes



Practical

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## 1. Introduction

UNIT 1.1 - Objectives of the Program

UNIT 1.2 - Beauty and Wellness Industry



**Bridge Module** 

## **Key Learning Outcomes**



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

- 1. Define the beauty and wellness industry
- 2. Explain the roles & responsibilities of pedicurist and manicurist

## **UNIT 1.1: Objectives Of The Program**

## Unit Objectives



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

1. List the roles and responsibilities of a Pedicurist and Manicurist.

#### 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, globalization 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 organized 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



Fig. 1.1.1: Pedicurist and Manicurist

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.

#### 1.1.2 Pedicurist And Manicurist

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

A Pedicurist and Manicurist should be well-versed with the nail services and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing good nail services to the customers.

#### Roles and Responsibilities of a Pedicurist and Manicurist

A Pedicurist and Manicurist cleans, shapes, and polishes customer's finger nails and toe nails. A Pedicurist and Manicurist needs to be aware of the pedicure and manicure services, maintaining health, safety, and hygiene at workplace. They need to be knowledgeable about various nail products.

The person also assists in salon ambiance maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them. Attributes of a Pedicurist and Manicurist are as follows:

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 over all 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.

**Do not 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 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** – A Pedicurist and Manicurist 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 a Pedicurist and Manicurist 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** – As much as a Pedicurist and Manicurist needs to be efficient in her skills, she needs to have good communication skills as well. Pedicurist and Manicurist first deals with customer with his/her communication skills and later with pedicure & manicure skills. Therefore, he/she has to be warm and welcoming, should give details, must not fumble and be clear with what he/she says.

**Good body language** – A Pedicurist and Manicurist must not be stressed over handling customers. His/Her body language should be easy yet active, she should seem happy to work and give his/her services, must be smiling and quick.

#### **UNIT 1.2: Beauty And Wellness Industry**

## **Unit Objectives**



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

1. Explain the trends in the Beauty and Wellness Industry in India

#### 1.2.1 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.

In India, Beauty & Wellness sector is a rapidly growing field that has exhibited consistent development during the last decade. This field has created considerable employment opportunities in the country. Globalisation and its impact on the lifestyle of Indian consumers have contributed significantly to the growth of this sector.

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 beauty professionals vary between Rs 15,000 and Rs 65,000 per month.

Nowadays, manicure and pedicure therapy has taken an essential part of a woman's lifestyle. The beauty and wellness sector has developed importance in India, showing its global market growth. This profession delivers a beautiful life to salon professionals, and the industry's economic development gives the industry's employees a better opportunity worldwide. It has been identified that the most reasonable factor behind the transition is globalization, as globalization merges the world's population.



Fig. 1.2.1: Nail care

#### Reasons for growth

- Growing consumerism, rapid urbanization and rising disposable income are said to be the most dominant factors driving this market.
- Young consumer population is characterized 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 a increased demand for looking good has made this segment poised for significant growth in the future.

#### 1.2.2 Industry Classification

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 mending or fixing personal physical image or look.

Product and Counter Sales - This includes counter sales of beauty and salon products, including

cosmetics 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 Centres - This includes the core spa industry services, including spa operations, spa education, products and events. The sector primarily offers proactive services aimed at relaxing the body and the mind.

Alternate Therapy Centres - Alternative therapy centres provide diagnosis and preventive treatments under alternative therapy.

Emerging Unisex Service – Many organised segments are offering such services and many Unisex beauty and wellness centres are emerging 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. Low rental and manpower costs also play an important role.



Fig. 1.2.2: Classification of beauty and wellness industry and wellness industry

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

Exercise —			
Which of the following a	are not the character	istics of a Pedicurist and	Manicurist?
a) Having knowledge about	products	b) Good body lar	nguage
c) Clean personal appearance	ce	d) Being in hurry	
2. What are the current Be	eauty & Wellness Ind	ustry trends?	
a) Changed Consumer Psych	ne	b) Emerging Unis	sex Salons
c) Advent of International		d) All of these	
Beauty Brands			
3. List different classification	ons of beauty and we	ellness industry?	
4. Point out any 3 major cl	assification of th bea	uty industry.	
5. The KPMG report estim million in 202		requirements will grow fr	ommillion in 2013 to
a) 3.4 to 12.1	b)3.4 to 5	c)5 to 10	d) 1 to 2

lotes			









# 2. Prepare And Maintain Work Area

UNIT 2.1 - Prepare and Maintain the Treatment Work Area



## **Key Learning Outcomes**



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

- 1. Prepare and maintain the treatment areas
- 2. Demonstrate how to keep the work area clean
- 3. Practise setting up the tools
- 4. Practise how to dispose waste correctly

#### **UNIT 2.1: Prepare And Maintain The Treatment Work Area**

## **Unit Objectives**



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

- 1. Prepare the treatment work areas
- 2. Maintain the treatment work areas
- 3. Prepare a client for service
- 4. Follow the sterilisation and disinfection methods

#### 2.1.1 Introduction

Every service needs a work area that is clean, tidy, hygienic and inviting. This unit is about preparing and maintaining the work area for manicure and pedicure services.

Setting up involves preparing the tools, equipment and materials needed to carry out the treatment, as well as the seating arrangements for the client and the Pedicurist and Manicurist. You will also learn about the disposal of waste after treatments, client records and the importance of your personal hygiene and appearance.

#### Some key terms

- 1. Disposal
- 2. Incinerator
- 3. Sterilisation
- 4. Decor
- 5. Record Cards

One of your main duties in the salon will be to set up the correct materials and equipment needed for a particular service and by preparing the client.

You will need to know what products, tools and equipment are needed for each of the services in the range, and also be able to use a client's record card to select materials that will be suitable for a particular client.

#### 2.1.2 Record Cards

A client's record card is a professional record of treatments or services that the client has received at your salon and where a Pedicurist and Manicurist can record comments or suggestions for future treatments. Part of your preparation for a service will involve obtaining a client's record card from reception.

- You will need the card to find out for what service the client has booked, so that you know what you need to set up.
- The client's record card may also give you more information about the client's likes and dislikes, skin type, previous products used and the pedicure and manicure methods that will be helpful in deciding which products to select.
- When you collect a record for a client from reception, make sure that you check the client's first name, surname and address carefully to make sure you have the correct card.
- Make sure that you collect the correct record for the client, as some may just share the surname or even the first name.

#### 2.1.3 The Treatment Room

As the treatment room is used for a variety of different treatments, it is important that it can be adapted to meet the needs of a range of treatments and is well equipped.

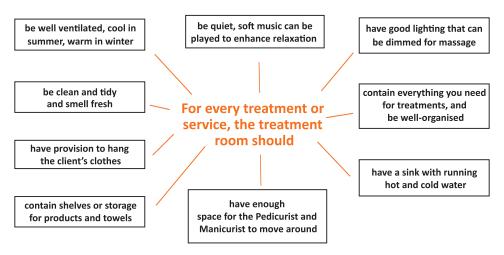


Fig. 2.1.1: The treatment room

#### Setting up for treatments

You need to organise the work area so that everything is hygienic and within reach, and the trolley is set up with the necessary tools, equipment and products, as well as enough cotton wool and tissues.

#### Setting up the work space for any treatment: A checklist

- 1. The client's record card and a pen should be on the trolley, ready for the consultation.
- 2. A gown for the client to be worn during the treatment should be ready, and there should be a coat hanger or hook available for the client's clothes.
- 3. Clean towels should be laid out nearby.
- 4. The treatment couch should be prepared with a fitted bottom sheet and a disposable couch roll.
- 5. The trolley tops and work surfaces should be disinfected and covered with fresh couch roll.
- 6. The products to be used during the treatment should be laid out on the trolley top.
- 7. The tools to be used during the treatment should be sterilised.
- 8. There should be enough cotton wool and tissues on the trolley to complete the whole treatment.

#### 2.1.4 Sterilisation and Disinfection Methods

It is just as important to maintain excellent standards of hygiene when setting up for treatments as it is when carrying out the treatments themselves. Micro-organisms that may cause disease must be controlled through cleaning, disinfection or sterilisation.

**Cleaning** is the physical process which removes soil, dust, dirt and organic matter along with a large proportion of micro-organisms from an object. Cleaning is essential before disinfection or sterilisation of instrument and equipment. The client and the Pedicurist and Manicurist must wash their hands with a liquid soap and water before commencing any service. Soap should be stored in a clean dispenser. Disposable paper towels are recommended to dry hands.