



Training materials

Hand & Foot Care and Beauty treatments



Co-funded by the
Erasmus+ Programme
of the European Union

This work was developed as joint work of partner organisations from Germany, Spain, Italy, Cyprus and Finland conducted within the project “Enhancement of VET offers in the wellness sector” (hereinafter referred to as *Skills for Wellness*, project number 2019-1-DE02-KA202-006180).

The project *Skills for Wellness* aims to equip providers of wellness services, professionals and VET institutions with the tools to evaluate and improve own and employees’ professional skills.



Acknowledgement

We would like to thank all the learners, trainers, educators, experts, and researchers that have contributed to the development of this material.



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Agreement No 2019-1-DE02-KA202-006180



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INTRODUCTION

This document is the result of the joint work of partner organisations from Germany, Spain, Italy, Cyprus and Finland conducted within the project “Enhancement of VET offers in the wellness sector” (hereinafter referred to as *Skills for Wellness*, Project Number 2019-1-DE02-KA202-006180). The project *Skills for Wellness* aims to equip providers of wellness services, professionals and VET institutions with the tools to evaluate and improve own and employees’ professional skills.

Purpose of the training materials for the wellness sector

The training resources created by all Skills for Wellness team have a modular structure and cover all relevant professional competencies as well as transversal skills for those working in the wellness sector. Those training materials are based on the occupational standards and have been created to be an extension and updating of the existing training materials in the field.

The first step was mapping and drafting occupational standards, in order to focus on professional practical skills and abilities, such as hygiene, dermatology/nutrition, facial treatments, hand and foot care, body treatment, sport and free time activities, as well as, transversal skills such as foreign languages, communication and green skills. These competencies were grouped into working areas and units, in order to build a modular path that helped the designing of the training materials for work-based learning, as well as the assessment procedures with tools for the assessment and validation of the competencies acquired in VET institutions and in a non-formal context.

The purpose of these training resources is to support:

- **employees** in the wellness sector to further develop their professional and transversal competences in order to meet the requirements of employers
- **employers** and VET programmes in wellness sector to respond to skills challenges and new trends of the wellness sector
- **learners** of VET programmes in wellness sector to prepare them with relevant skills and competencies

The approach used to build those training materials is a **work-based learning approach**, e.g. some resources can include simulations, case studies, practical tasks with use of videos, software, audio, other websites, etc.

Moreover, the attention to create relevant training materials was focused on beauty treatments, sport and fitness, leisure and recreation or therapeutic recreation but also on transversal skills like foreign languages, communication and working with customer, digital skills.

In the design of training materials, we took into account the most important issues related to the wellness sector, such as **green skills** and addressing the customers with special needs (e.g. pregnant women, elderly persons and persons with cancer diseases) to create updated and interesting resources for all those who wish to improve their skills and abilities.

How to use and apply the training materials for the wellness sector

The training resources were developed commonly by the consortium with main contribution of experts and teachers of the vocational and educational settings (VET schools) and the supervision and contribution of the labour market, such as external experts and managerial staff of the wellness sector.

The training materials are built in order to be used primarily in two settings:

- in the **vocational and educational settings** (VET programmes) carried out by VET staff (trainers/teachers)
- in companies working in the field of wellness (beauty centers, gyms, wellness spas, hotels and resorts where there is attention to the specific needs of customers)

Another way to use this material is **self-study/self-learning**: any learner (young or adult) interested in improving their competencies can freely, and free of charge download some areas or units of the training materials and begin their path of enrichment and improvement of their knowledge and skills in the wellness sector.

The structure of the training materials is the following:

Each work area is composed of **a number of units**.

Each unit is based on a **learning outcome** described as knowledge, skills, responsibility and autonomy, which are related to the performance required in the field of wellness. The learning outcome is also described by a series of demonstration indicators that help the user to understand which common practices based on real work situations are covered in the unit and at the same time required by the world of work.

To achieve the learning outcome (referring to an EQF 4 performance level according to European standards) various **training materials** have been created.

Each unit therefore contains a number **of activities** that allow the learner to achieve the learning objective of the unit. All those activities have been built to cover, in addition to the ability to act professionally, the capacity to work safely (hygiene and safety skills) and to use the most important transversal skills related to the profession (customer service and communication, green skills, ICT skills).

Finally, the **typology of materials/resources** are summarized in the first part of the description of the unit.

Each material/activity has an initial description or presentation that explains to the reader what the focus of the activity is and what the steps for completing the task are.

Each activity also specifies its **typology**, i.e. if the activity is individual, group or mix; **the list of materials, equipment and tools** needed to complete the activity/exercise/task and **the time needed**. Each activity is supplemented with **the attachments**, i.e. the documents, exercises, links and all that is necessary to carry out the activity as well as the respective **solutions** if applicable.

All this training materials are meant to be used in the three contexts of learning (at school, at work or at home for self-study).

In the following guide, the learner or the trainer of the VET institutions, as well as, the employer or the employee of the wellness sector can find innovative, up-to-date training materials and resources created with a work-based learning approach, i.e. with clear work-based learning outcomes and objectives.

THE TRAINING MATERIALS

Work Area 3: Hand & Foot Care and Beauty treatments

- 3.1 Basic dermatology / anatomy
- 3.2 Hand treatment including manicure, nail design and extensions [care and beauty related treatment]
- 3.3 Foot treatment including pedicure and nail design [care and beauty related treatment]
- 3.4 Massage and paraffin treatment [care related treatment]

Hand & Foot Care and Beauty treatments



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BASIC DERMATOLOGY / ANATOMY



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Hand & Foot Care and Beauty treatments

3.1		BASIC DERMATOLOGY / ANATOMY	
Learning outcomes correspond to EQF			EQF 4
Learning outcome: S/he is able to analyze hand and foot skin types and assess the results for treatment planning			Demonstration indicators
Knowledge	Skills	Responsibility and autonomy	
<i>S/he is able to</i>	<i>S/he is able to</i>	<i>S/he demonstrates proven ability to</i>	<i>Based on real work situations</i>
<ul style="list-style-type: none"> List the elements of anatomy, physiology, hygiene and cosmetology functional to the planned interventions Recognize the types of pathological changes and defects of hands, feet and nails obstructing or preventing the performance of a treatment 	<ul style="list-style-type: none"> Diagnose the skin of hands and feet through interview and observation Apply the preliminary check-up, according to the service to be provided, identifying any anomalies, malformations and imperfections 	<ul style="list-style-type: none"> Take responsibility for the completion of full skin care diagnosis and preliminary check-up for hands and feet, identifying pathological changes, defects and imperfections 	<ul style="list-style-type: none"> S/he diagnoses the skin of the hands and feet individually with the customer to the treatment plan in an understandable manner, also in a foreign language. S/he lists the elements of anatomy, physiology and hygiene, also defects and imperfections to the treatment card. S/he recognizes and identifies the types of pathological changes and defects of hands, feet and nails obstructing or preventing the performance of a treatment. S/he manages the relationship with the customer (interview and observation). S/he advises characteristics of the skin on the hands and feet

			individually and correctly to the customer and gives recommendations for the skin care.
Assessment tools	<ul style="list-style-type: none"> • Observation • Demonstration • Case study • Test 		

3.1 Basic dermatology / anatomy

List of materials / activities

1. Practical task “The anatomy of hands and feet”
2. Theory material “Changes in the skin and nails, hands and feet treatment plans”
3. Case study “Causes of hand and feet problems”

Objective of the unit

At the end of this unit you will be able to analyze hand and foot skin types and assess the results for treatment planning. You will communicate in a professional and understandable manner, also in a foreign language. You will also be able to identify the elements of anatomy, physiology and hygiene, also defects and imperfections to the treatment card. You will be able to advise characteristics of the skin on the hands and feet individually and correctly to the customer and give recommendations for the skin care.

Transversal Skills covered

- Customer service and communication
- Management and supporting processes
- Time management
- ICT skills
- Foreign languages
- Green skills

Hygiene and Safety skills covered

- Basic knowledge of hygiene and safety
- Equipment and tools in the wellness sector
- Disinfection of equipment and furniture, sterilisation etc.

Typology of materials/resources

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> video analysis <input type="checkbox"/> simulation <input type="checkbox"/> demonstration <input checked="" type="checkbox"/> practical task <input type="checkbox"/> role play | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> case study <input type="checkbox"/> Job shadowing <input type="checkbox"/> dialogues <input type="checkbox"/> written exercise <input checked="" type="checkbox"/> Other: theory material |
|--|---|

Title of the material/activity	1. Practical task “The anatomy of hands and feet”
Presentation / Description of the activity steps	<p>The activity consists of the trainer explaining the practical task and giving advice for the following steps:</p> <p>Step 1: Selecting the teams (2-4 persons per team).</p> <p>Step 2: Researching different YouTube videos in English about the anatomy of hands and feet (especially bones and muscles have to be presented).</p> <p>Step 3: Preparing a presentation of one of the best videos for other teams.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<ul style="list-style-type: none"> • Computers and internet connection • Different sources: teams find information independently • Teams should use reliable YouTube videos and include the link to the presentation.
Time needed	60 min (for preparing a presentation) about 90 min (15 min for each team)
Attachments	
Solution of the activity	<p>Learners should find at least these links</p> <ul style="list-style-type: none"> • https://www.youtube.com/watch?v=LIYUjR_mIHA • https://www.youtube.com/watch?v=zSjB3vEnAJ8 • https://www.youtube.com/watch?v=zyl6eoU-3Rg

Solution

Learners should find at least these links:

- https://www.youtube.com/watch?v=LIYUjR_mlHA
- <https://www.youtube.com/watch?v=zSjB3vEnAJ8>
- <https://www.youtube.com/watch?v=zyl6eoU-3Rg>

Title of the material/activity	2. Theory material “The changes in the skin and nails, hands and feet treatment plans”
Presentation / Description of the activity steps	The activity consists of these following steps: Step 1: Presenting theory material of the changes in the skin and nails by the trainer. Step 2: Explaining how to fill in the treatment plan for hands and feet by the trainer. Step 3: Analysing own hands and feet by the learners, filling in the treatment plan based on the observations.
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<ul style="list-style-type: none"> • Computers and internet connection • Theory material of the changes in the skin and nails • Hands and feet treatment plans
Time needed	3 hours (3 x 1 hour)
Attachments	Theory material of the changes in the skin and nails and hands and feet treatment plans Hand treatment card Foot treatment card
Solution of the activity	

Theory material of the changes in the skin and nails and hands and feet treatment plans

The Anatomy of Hands and Feet

Check the pictures for example:

<https://musculoskeletalkey.com/the-forearm-wrist-and-hand-3/>

<https://musculoskeletalkey.com/the-forearm-wrist-and-hand-3/>

<https://fi.pinterest.com/pin/428545720762969630/>

<https://courses.lumenlearning.com/ap1x94x1/chapter/muscles-of-the-lower-leg-and-foot/>

- The skin on the feet requires special care, because feet carry the whole bodyweight.
- The skin on the feet is thicker than the skin on any other body part. The stratum corneum in the soles of the feet can contain hundreds of cell layers.
- There are no sebaceous glands or body hair on the soles of the feet. The subcutaneous tissue is more tightly attached to the dermis above it than in other areas of the skin. Just like in the palms of the hands, the soles of the feet have numerous eccrine sweat glands. In the soles of the feet the regeneration of the keratin layer takes 3–4 months.
- With footwear the skin on the feet is easily broken in the moist warmth, especially if the feet sweat a lot. The stress on the skin of the feet can result in the thickening and cornification of the skin, abrasions, blisters and induration.
- Many diseases and aging affect the condition of the feet. The musculoskeletal disorders can lead to changes in the joints. Diabetes can weaken the blood circulation in the feet and circulation disorders can cause swelling. People exercise outside their homes in their free time and walk bare-foot in public shower rooms. If the skin on the feet is wet and broken, a person is more prone to infections. The toenails can be under stress and get damaged in the shoes, and the fungal infections of the feet may spread to toenails. Healthy feet in the right kind of shoes carry you onwards without trouble!

Changes in the Skin and Nails

- These changes can be the result of many things. Insufficient and incorrect treatment or skin diseases may cause changes in the skin.
- Keeping the skin on the hands and feet clean and moisturized is important.
 - **The skin on the hands** dries easily and is often subjected to water, detergents, solvents and other chemicals. The skin on the hands is also affected by humidity and changes in temperature as well as UV radiation. This is why aging shows on the skin of the hands faster than elsewhere. Frequent stress on the skin can easily cause abrasions and calluses.
 - <https://www.healthline.com/health/hand-psoriasis>
 - <https://www.healthline.com/health-news/how-to-tell-if-the-hand-sanitizer-youre-buying-is-safe>
 - **The skin on the feet** is more prone to stress and friction, and the skin also stews in the shoes and socks. Changes in the foot structure can cause changes in the skin of the feet.
 - <https://www.healthline.com/health/types-of-feet>
 - <https://www.healthline.com/health/foot-problems>
- Blood circulation can be weak in the hands and feet, which is why they get cold easily. Cold hands and feet as well as whiteness in the fingertips and toe tips can also be caused by

smoking, some diseases and medications, and gloves and footwear which are either too small or wrong material.

- After eating salty foods, fingers and the skin on the hands may swell, but the swelling will go down quickly.
- After long periods of standing or sitting, the skin on the feet may be swollen, especially if the valves in the veins do not work properly.
- The best way to avoid skin changes is to prevent them from forming by regularly caring for the skin and by protecting the skin from stress.
 - Check these links:
 - <https://www.healthline.com/health/how-to-strengthen-nails#5.-Be-careful-about-the-products-you-use>
 - <https://www.healthline.com/health/dry-cuticles>

Skin Changes Caused by Mechanical Chafing

- abrasions and erosions
- cornification and induration
- corns and calluses
- fissures/cracks

- **Abrasions and erosions** are caused by friction and sweating. They are superficial ulcers on the epidermis.
- **With cornification** the mechanical friction speeds up the regeneration of the cells in the basal cell layer, and the corneal cell layer gets thicker in the area where the friction occurs. The chafing is caused by external pressure, compression or friction.
- Flaking may occur on the skin of the hands and feet, or if the skin has thickened. Microbes or substances that irritate or allergize the skin can easily penetrate dry skin.
- **Induration** shows on the skin as shiny and thick skin. When moist, it looks yellowish. The induration, or a small part of the induration, can turn into a callus if the chafing continues.

- **A corn and callus** can cause pain, if the cone shaped tip of the callus puts pressure on a nerve in the dermis. This kind of calluses are hard calluses, whereas calluses between the toes can be soft. A callus can also become infiltrated with blood vessels. The customer is referred to a doctor if the callus is infected or purulent.
- Corns (clavus) can typically be found in:
 - On top of or between TOES
 - On top of BUNIONS or HAMMER TOES
 - Under or next to the NAIL
 - ON THE SOLES OF THE FEET
- Socks or shoes that are small, tight or uncomfortable may cause corns. The stress on the skin can also be caused by changes in the foot's position or structure, hard standing or walking surfaces, excess weight, or diseases in the muscle, joints or bones. It is probable that the excessive use of a pumice stone or a foot rasp can promote over cornification.
- It might be difficult to distinguish a corn from a wart on the sole of a foot. Inside a corn can be residue from stretched capillary loops, which show as tiny black dots on the corn. Black dots are more common with warts. It is important to check the pain in the corn, i.e. press down on the corn and see if there is stinging pain in the corn.

- For example:
 - <https://www.healthline.com/health/corns-and-calluses>
- **Fissures/cracks on the skin** are narrow, and sometimes they can even reach the dermis. They are easily formed on the fingertips and soles of the feet. The stress on the fingertips or soles of the feet, or dry skin as a result of chronic eczema, can cause cracks. Cracks are common in the summer, when people like to i.e. do gardening without gloves, wear sandals and walk bare-foot. Fissures/cracks can occur between the toes as well due to excessive sweating or dry skin.
 - For example:
 - <https://www.healthline.com/health/what-are-heel-fissures#symptoms>

Changes Caused by Physical Irritation (hot and cold)

- **A frostbite** can happen on the skin of the hands, even if the temperature is normal elsewhere in the body. The blood circulation gets weaker in the frostbite area, and the blood circulation can also stop in some places. When there is no blood circulation, the tissue is destroyed since there is no oxygen or nutrients. When the frostbite is superficial, only the skin is damaged. This is when there can be a stinging sensation on the skin and occasional pain. If the skin continues to be exposed to the cold, the skin turns white and the frostbite area feels hard. Gradually the skin will turn numb and the pain stops. With a deep frostbite, the subcutaneous tissue is damaged as well in addition to the skin being damaged. The area suffering from a frostbite is numb, and in the thawing phase may cause vesicles to rise on the skin. The skin suffering from a frostbite should not be massaged, but it can be carefully warmed up with a hand or in a lukewarm water at room temperature.
- **Chilblains** are reddish blue and itchy bumps in both hands and feet. The easiest way to avoid them in hands is to keep the hands warm and dry with gloves, by avoiding smoking and by moving the fingers.
 - For example:
 - <https://www.healthline.com/health/chilblains>
- **Burns** occur when the temperature in the tissue exceeds +45 °C.
 - **In a first degree burn** the skin is red and it stings and feels sore for a few hours. The damage is only in the epidermis and will heal in a couple of days without scarring.
 - **In a second degree burn** the skin will blister and the damage has reached the dermis. The burnt skin is swollen, sore and the healing will take a few weeks.
 - **In a third degree burn** the damage goes deeper than in a first- and second-degree burns. The skin is dry, hard and numb and it will heal slowly.
- The burnt skin should be kept under cold water for approximately half an hour to stop the burn from spreading in the tissue.
 - For example:
 - <https://www.healthline.com/health/first-aid-with-burns>
- **A blister** can be a result of either a frostbite or a burn, but on feet a blister usually forms after external friction or stress. Before the blister forms, the skin is red and feels hot. On the skin or under the skin forms a small pocket filled with fluid that can be clear or bloody. If the stress continues, cornification may replace the blister. A blister can also be a symptom of a skin disease (rashes, allergic symptoms). The blister will heal the best if it is not punctured. Gel band aids are one good way to protect the blisters on the feet.
 - For example:

- <https://www.healthline.com/health/blisters>

Changes caused by chemical irritation (water and solvents)

- Before beginning wet work, or after wet work, it is recommended to protect the skin on hands with moisturizer. With ordinary work it is not recommended to use protective gloves, because they can irritate the skin even more than plain water and basic detergents. Protective gloves should always be worn when using strong chemicals or solvents, and it is recommended to use under-gloves as well.
- Skin maceration may occur if the spaces between the fingers are tight or if moisture is trapped underneath rings. A skin maceration may also easily occur between the toes since feet can be covered by shoes and socks for a long time. With skin maceration, the epidermis gets soft and the skin turns white and breaks easily. Broken skin is easily penetrated by microbes, which can then lead to infections and rashes.
 - More information:
 - <https://www.healthline.com/health/contact-dermatitis#symptoms>

Changes caused by skin diseases

- **Athlete's foot** (tinea pedis) has become more common. It is caused by dermatophytosis and it is easily transmitted in moist public spaces such as showers, especially if the skin is wet and broken. The infection usually starts between the small toe or under the toe. Athlete's foot can also spread to the nails. The customer should always be referred to a doctor if they suffer from athlete's foot. If the infection is mild and has lasted a long time, it can show as flaking and redness in the heel and arch. For a person who has atopic skin it might be difficult to distinguish the athlete's foot from flaking caused by dry skin in the winter.
 - For example:
 - <https://www.healthline.com/health/athletes-foot>
- **Warts** (verruca vulgaris) are caused by a virus. They are benign skin tumors, and they transmit in direct skin contact or e.g. from skin flakes on the floor in a gym. Warts in the soles of the feet usually grow in a cluster and inwards on the skin, which is when black spots i.e. capillaries are more common.
- On the hands, warts are more prominent on the skin, and the wart's surface may resemble a cauliflower.
- A significant amount of cornification or induration may occur on top of the wart. Removing warts is painful, but sometimes they heal on their own.
 - For example:
 - <https://www.healthline.com/health/mosaic-warts#treatments>
- **Erysipelas** is caused by the bacteria *Streptococcus pyogenes*, i.e. *group A β-hemolytic streptococci*, and usually the bacteria enters the skin from a wound on the foot or through the skin maceration in the toes. Erysipelas symptoms include hot redness and swelling on the skin, general nausea and a shivery feeling. Erysipelas can occur regularly in the same spot. The customer should be referred to a doctor.
 - For example:
 - <https://www.healthline.com/health/erysipelas#symptoms>

The anatomy of the nail

Check this link:

<https://www.healthline.com/health/nail-matrix>

Changes in nails

- Causes can include **skin diseases**
 - Infectious skin disease symptoms
 - Caused by paronychia
 - Caused by psoriasis
- Some of the causes can be **external mechanic factors**
 - A sudden accident
 - Long-lasting stress caused by footwear that is too small
 - Chemicals
 - Bad hygiene, too moist or too dry
 - Toe deformities, which can cause pressure on the nails
- Changes in nails can also be caused by **Tumors**
 - A tumor beneath the nail plate
 - Bone spur, i.e. exostosis
 - A tumor in the nail groove
- There might be some **unknown** causes
 - Self-inflicted “violence”
- **Internal factors** can be causes too
 - Disorders in the blood circulation or nerves in fingers or toes
 - Metabolic disorders
 - General diseases -> changes in nails

If the change occurs in all nails, it is usually a symptom of a general disease. If the changes occur only in some nails, it is a sign of an external cause.

Check these links:

<https://www.healthline.com/health/split-nail>

<https://www.healthline.com/health/nail-abnormalities-2>

- Medical conditions can cause nail changes. You should see a doctor if you notice any of the following symptoms (List by Healthline):
 - “discoloration (dark streaks, white streaks, or changes in nail color) changes in nail shape (curling or clubbing)
 - changes in nail thickness (thickening or thinning)
 - nails that become brittle
 - nails that are pitted
 - bleeding around nails
 - swelling or redness around nails
 - pain around nails
 - a nail separating from the skin.”
- **Discoloration:** can be a result of substances used at work, conditioners, smoking, trauma, physical contributors, medication, skin diseases and genetics.

- **Yellow, reddish brown, green or black nails:** nail fungus
- **Yellow-brown spots under the nail:** psoriasis
- **White on the bottom half and pink on the top:** kidney failure
- **White nails:** cirrhosis
- **Green nails:** pseudomonas infections
- **Yellow nails:** aging, nail polish, medical condition
- **Black nails:** anemia, diabetes, heart disease, kidney disease, fungal infections, melanoma and trauma

More information for example:

- <https://www.healthline.com/health/toenail-discoloration>
- **Ingrown toenails** happen when the corners or edges of the nail grow into the skin surrounding the nail. The big toe is most likely to grow an ingrown nail. People with sweaty feet, such as teenagers, are more prone to ingrown toenails. Ingrown toenails also occur in older people.
 - More information:
 - <https://www.healthline.com/health/ingrown-toenail>
- **Abnormally thick nail** (i.e. onychauxis) occurs in fingernails or toenails. The nails may become curled and turn white or yellow. Due to this thickening, the nail plate may separate from the nail bed.
 - More information:
 - <https://www.healthline.com/health/onychauxis>
- **Ram's Horn Nails** (i.e. onychogryphosis) is a nail disease. One side of the nail grows faster than the other. Nail changes usually to yellow or brown, will be thicker, longer and curved than normal nail.
 - More information:
 - <https://www.healthline.com/health/onychogryphosis>
- **Treating the nail changes:** It is important to notice the acute infliction. In the foot treatment analysis, you need to note the cause of the problem! Even if it is not always so obvious what is causing the problem. It is important to communicate with the customer!
 - Compare the nail to the healthy nails
 - assess the changes and treatment.

HAND TREATMENT CARD

Skincare Specialist:	Date:
The treatment began:	The treatment ended:
Customer's first name:	Customer's birth year:
Customer's health/medications:	Possible allergies:

SKIN ON THE HANDS:

RIGHT

- normal
- dry
- very dry
- aging skin
- skin changes
- other:

CUTICLES:

RIGHT

- normal
- dry
- damaged
- skin changes
- other:

NAILS:

RIGHT

- normal
- hard
- soft
- brittle
- nail changes
- other:

LEFT

- normal
- dry
- very dry
- aging skin
- skin changes
- other:

LEFT

- normal
- dry
- damaged
- skin changes
- other:

LEFT

- normal
- hard
- soft
- brittle
- nail changes
- other:

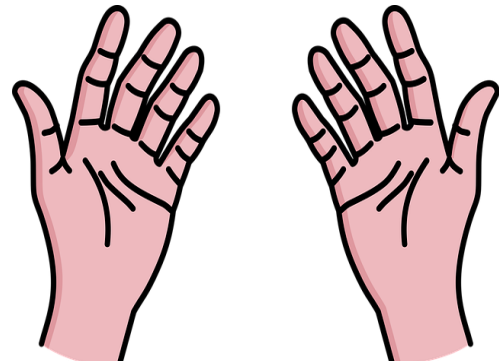


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Other notes:	
Massage Method:	Purpose of the Treatment:
Treatment plan: <ul style="list-style-type: none"> • • • • • • • 	Explain your choices:
INSTRUCTIONS FOR HOME AND FOLLOW-UP TREATMENTS:	
Recommendations for the next treatment appointment:	
Hand Treatment Plan Checked ___/___ _____	

FOOT TREATMENT CARD

Skincare Specialist:	Date:
The treatment began:	The treatment ended:
Customer's first name:	Customer's birth year:
Customer's health/medications:	Possible allergies:

THE STRUCTURE OF THE FOOT:

RIGHT

- normal
- bunion
- hammertoes
- flattened transverse arch
- flattened longitudinal arch

LEFT

- normal
- bunion
- hammertoes
- flattened transverse arch
- flattened longitudinal arch



SKIN ANALYSIS /FEET AND SHINS:

RIGHT

- normal
- dry
- crack
- sweaty
- maceration
- corn
- calluses
- wart
- possible fungal infection (Athlete's foot)
- varicose veins
- swelling
- other:

LEFT

- normal
- dry
- crack
- sweaty
- maceration
- corn
- calluses
- wart
- possible fungal infection (Athlete's foot)
- varicose veins
- swelling
- other:

Photo taken:

<https://pixabay.com/fi/vectors/jalat-varpaat-jalka-avojaloin-1569457/>

NAILS:

RIGHT

- normal
- ingrown
- thickened
- possible fungal infection
- other:

LEFT

- normal
- ingrown
- thickened
- possible fungal infection
- other:

Other notes:	
Massage Method:	Purpose of the Treatment:
Treatment plan: <ul style="list-style-type: none"> • • • • • • • 	Explain your choices:
INSTRUCTIONS FOR HOME AND FOLLOW-UP TREATMENTS:	
Recommendations for the next treatment appointment:	
Foot Treatment Plan Checked ___/___ _____	

Title of the material/activity	3. Case study “Causes of hand and feet problems”
Presentation / Description of the activity steps	<p>The activity consists in deepening learners’ knowledge about the causes of hand and feet problems. The steps to follow are:</p> <p>Step 1: Forming groups of 2-5 persons.</p> <p>Step 2: Distributing the case studies among the teams by the trainer.</p> <p>Causes of hand and foot problems:</p> <ol style="list-style-type: none"> 1. Biomechanical factors (e.g. structure and function of the body, muscles, blood circulation, motion mechanics, also take in to considerations pregnancy) 2. Lifestyle (e.g. physical exercise, nutrition, working conditions) 3. Infections (e.g. bacteria, fungi, viruses and poor hygiene) 4. General disease symptoms in upper and lower limbs (e.g. musculoskeletal disorders, rheumatic diseases, blood circulation and neurological disorders, skin diseases and diabetes) <p>Step 3: Preparing a short summary about the given case study by each team.</p> <p>Step 4: Presentation of the summary and discussion with the audience (other learners).</p>
Typology of activity	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<ul style="list-style-type: none"> • Computers and internet connection • Different sources: teams find information independently • Teams should use reliable sources and pictures and include the list of sources in the summary presentation.
Time needed	<p>1 hour / case study and preparing the presentation</p> <p>20 min / presentation</p> <p>10 min / discussion of one presentation</p> <p>Total 3 hours</p>
Attachments	<p>Trainer can give these links for the learners to help them:</p> <p>https://www.healthline.com/human-body-maps/skeletal-system#health-tips</p> <p>https://www.healthline.com/health/itchy-feet-pregnancy</p> <p>https://www.healthline.com/health/cuticle</p> <p>https://www.healthline.com/health/fitness-nutrition/healthy-lifestyle-benefits#how-to-start</p> <p>https://www.healthline.com/health/infections#9</p> <p>https://www.healthline.com/health/musculoskeletal-disorders</p> <p>https://www.healthline.com/health/rheumatic-diseases</p> <p>https://www.healthline.com/health/peripheral-vascular-disease#_noHeaderPrefixedContent</p> <p>https://www.healthline.com/health/titubation</p> <p>https://www.healthline.com/health-news/skin-color-when-discussing-skin-diseases#New-programs-starting</p> <p>https://www.healthline.com/health/diabetes</p>
Solution of the activity	Solution “Causes of hand and feet problems”

List of links

Check these links for the case study:

<https://www.healthline.com/human-body-maps/skeletal-system#health-tips>

<https://www.healthline.com/health/itchy-feet-pregnancy>

<https://www.healthline.com/health/cuticle>

<https://www.healthline.com/health/fitness-nutrition/healthy-lifestyle-benefits#how-to-start>

<https://www.healthline.com/health/infections#9>

<https://www.healthline.com/health/musculoskeletal-disorders>

<https://www.healthline.com/health/rheumatic-diseases>

https://www.healthline.com/health/peripheral-vascular-disease#_noHeaderPrefixedContent

<https://www.healthline.com/health/titubation>

<https://www.healthline.com/health-news/skin-color-when-discussing-skin-diseases#New-programs-starting>

<https://www.healthline.com/health/diabetes>

Solution “Causes of hand and feet problems”

Causes of hand and foot problems

- Biomechanical factors
- Lifestyle
- Infections
- Symptoms of general diseases in lower limbs

Biomechanical factors

- Means observing a person’s movements according to the laws of mechanics
- The motion mechanics of the foot cannot be separated into an independent action, because it always relates to the whole body. Especially to the motion mechanics of the lower limb.
- The size and shape of the bones, and joints affect the function and durability of hands and feet (kinetic chain)
- Changing the structure, function or position of one body part leads to a compensated change in some other part (compensation)
 - temporary
 - permanent (leads to changes and erosion in bones, joints and soft tissue)
 - the muscles adapt by stretching and shortening
- During adolescence the joints adapt, even if they’re dislocated. Later the change will become permanent and will result in a gradually deteriorating malformation.
- Changes in joints in older people: the articular capsule adapts by shrinking or stretching -> the fluid circulation which lubricates the joint cartilages is hindered.
- The mobility of the muscles which move the joint is disturbed, if one muscle group is in a good position in relation to the joint’s activity, the other’s activity is missing and that cannot prevent malformations from forming.
 - NOTICE! The blood circulation in the lower limbs can become disturbed in a way that causes varicose veins
 - Examine the hands and feet as a whole!

The biggest external cause of destruction to feet and the biggest influence on motion mechanics: shoes that are too small and the wrong shape!

Lifestyle

- Nowadays exercising is minor and monotonous on flat and hard surfaces.
- A flat surface directs a bigger impact on feet than natural surfaces.
- The shock absorption system in feet is taken to its limit.
- Fitness sports: monotonous strain on the body
- Obesity: significant strain on the body
- Working conditions: outdoor/indoor, hot/cold changes in temperature, humidity, floor materials, working with hands, chemicals, accidents, footwear fashion

Infections

- Bacteria, fungi and viruses
- Usually the infections caused by bacteria are an additional symptom of warts and ingrown nails (complications).
- Warts are caused by viruses.

- Poor hygiene, incorrect self-care, public spaces (being unprotected) increase the risk of infection.

General disease symptoms in lower limbs

- The disease itself won't necessarily cause local symptoms in the feet, but e.g. malformations, skin and problems caused by other things will tell if there is something wrong with the feet.
- The biggest causes of poor condition in upper and lower limbs:
 - musculoskeletal disorders
 - rheumatic diseases
 - blood circulation and neurological disorders
 - skin diseases
 - diabetes

The person who is the first one to detect a change/early symptom in the customer's hands or feet has a great responsibility. Aim for preventative care or early treatment of the disease! Referring a customer to a doctor is an important form of treatment!



**HAND TREATMENT INCLUDING MANICURE,
NAIL DESIGN AND EXTENSIONS
[CARE AND BEAUTY RELATED TREATMENT]**



Co-funded by the
Erasmus+ Programme
of the European Union



3.2		HAND TREATMENT INCLUDING MANICURE, NAIL DESIGN AND EXTENSIONS [CARE AND BEAUTY RELATED TREATMENT]	
Learning outcomes correspond to EQF			EQF 4
Learning outcome: S/he is able to carry out hand treatments in compliance with hygiene and skin penetration regulations, understanding the customer needs			Demonstration indicators
Knowledge	Skills	Responsibility and autonomy	
<i>S/he is able to</i>	<i>S/he is able to</i>	<i>S/he demonstrates proven ability to</i>	<i>Based on real work situations</i>
<ul style="list-style-type: none"> Identify the various types and techniques of hand and nail treatments Remember various indications and contraindications to apply cosmetic procedures for hand and nail treatment List aesthetic techniques for the care of the nails (correction of the shape of the nail plate) Name various nail art techniques Describe basic principles of everyday hand and nail care Distinguish types of treatments for various types of customers, incl. pregnant women, seniors, cancer patients, people with intolerances, 	<ul style="list-style-type: none"> Apply cosmetic procedures for the hands and nails considering the various indications and contraindications Apply basic aesthetic services (manicure, incl. correction of the shape of the nail plate) according to procedure, both with manual and electromechanical instruments Apply various aesthetic techniques for the beauty of the nails (artificial nails/extended nails, decoration of the nails) 	<ul style="list-style-type: none"> On the basis of indications received, provide aesthetic services (manicure) using different techniques and equipment, by observing the rules of hygiene and safety, the time of execution and adopting a friendly attitude towards the customer Assess the quality of the final result of the aesthetic care of hands informing and advising the customer on the necessary measures for the optimal maintenance of the results obtained 	<ul style="list-style-type: none"> S/he prepares information for the customer about the services available in the beauty center by creating a website. S/he receives and accommodates the customer for the analysis of hands and nails, recording the data in the customer's file. S/he explains the treatment proposal to the customer according to the alterations that s/he presents (dehydration, skin ageing, hyperpigmentation) and characteristics that s/he presents (pregnancy, diabetes, oncological care). S/he prepares the workspace with the equipment, materials and cosmetics, including green cosmetics,

<p>etc.</p>			<p>while maintaining safety and hygiene measures.</p> <ul style="list-style-type: none"> ● S/he performs the required treatment on time and with the correct sequence of the process, maintaining hygienic-sanitary measures throughout the process. ● S/he performs the male manicure process on time and in the correct sequence, maintaining hygienic-sanitary measures throughout the process. ● S/he proposes and performs make-up and nail decoration combining different techniques. ● S/he explains the process of applying artificial nails, according to the customer's wishes, adapting it to the state of the nail and the morphology of the fingers. ● S/he explains to the customer the care and maintenance to be followed at home according to the applied process. ● S/he analyzes the quality of the
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			process through a satisfaction survey.
Assessment tools	<ul style="list-style-type: none"> • Observation • Demonstration • Case study • Test 		

3.2 Hand treatment including manicure, nail design and extensions [Care and Beauty Related Treatment]

List of materials / activities

1. Practical task “Creating an informational website”
2. Simulation “Skin study and analysis of hands and nails”
3. Written exercise “Preparation of materials”
4. Case study “Dyschromia and dark spots treatment”
5. Simulation/demonstration “Manicure process including male manicure”
6. Case study “Selecting nail decoration”
7. Practical task “Creating a satisfaction survey”

Objective of the unit

After finishing this unit, you will be able to perform hand treatments, manicure processes and application of nail extensions and decorations, complying with the safety and hygiene regulations, meeting the needs of the customer, within the criteria of quality of service.

Transversal Skills covered

- Customer service and communication
- Management and supporting processes
- Time management
- ICT skills
- Foreign languages
- Green skills

Hygiene and Safety skills covered

- Basic knowledge of hygiene and safety
- Equipment and tools in the wellness sector
- Disinfection of equipment and furniture, sterilisation etc.

Typology of materials/resources

- | | |
|---|---|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> video analysis <input checked="" type="checkbox"/> simulation <input checked="" type="checkbox"/> demonstration <input checked="" type="checkbox"/> practical task <input type="checkbox"/> role play | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> case study <input type="checkbox"/> Job shadowing <input type="checkbox"/> dialogues <input checked="" type="checkbox"/> written exercise <input type="checkbox"/> Other: _____ |
|---|---|

Title of the material/activity	1. Practical task “Creating an informational website”
Presentation / Description of the activity steps	<p>This activity consists in creating a website to inform the audience about the beauty salon, the services offered and the benefits of treatments for potential customers. This activity will improve ICT skills. The website information can also be prepared in English to check the proficiency level of the learner.</p> <p>The learner has to create the website adding some elements such as: a logo or image identifying the salon, a location map, address, contact telephone, email, opening hours, treatments offered, photos and/or videos that accompany the different sections (manicure, hand treatments, gel or porcelain nails, price list, Covid standards in the beauty salon, etc).</p> <p>Step 1: Visualization the provided example in the following website: (https://sites.google.com/cifplasindias.es/skills-for-wellness-nails/home).</p> <p>Step 2: Building the website for their own beauty salon.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● PC or tablet ● Internet connection ● Google account ● Google “sites” application (You can also use WordPress, Vimeo, etc)
Time needed	<p>Step 1: 30 min</p> <p>Step 2: 2-4 hours</p>
Attachments	<p>https://sites.google.com/cifplasindias.es/skills-for-wellness-nails/home</p>
Solution of the activity	

Practical task “Creating an informational website”

For the execution:

How to Use Google Sites 2020 - Tutorial for Beginners

[Tutorial in English](#) by Teacher's Tech
(In mother tongue Spanish)

[Acceder](#)

[Interfaz](#)

[Insertar elementos](#)

[Crear páginas y subpáginas](#)

[Cambiar el diseño](#)

[Compartir y publicar](#)

Title of the material/activity	2. Simulation “Skin study and analysis of hands and nails”
Presentation / Description of the activity steps	<p>This activity aims to check a learner’s ability to carry out a skin study and analysis of hands and nails of a customer. The learner has to receive the customer, perform the analysis following the manicure process and complete the information in the customer card. The customer card could be in digital form, helping the learner to improve ICT skills.</p> <p>This activity will improve professional techniques and practice management, support processes, time management and communication skills.</p> <p>Step 1: Receiving the customer.</p> <p>Step 2: Preparing the work area and examining customer’s hands and nails.</p> <p>Step 3: Filling in the customer card and determining whether the requested service can be performed or not. Sharing the observations and recommendations with the customer.</p> <p>The simulation can also take place in English to check the proficiency level of the learner.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● Customer card ● Pen/Pencil ● Pc/Tablet ● Wood's magnifying glass and light ● Hand sanitizing product
Time needed	15-20 min
Attachments	<p>Customer card “Hand treatments”</p> <p>“Hand care and beauty”</p> <p>“Manicure processes” (see Activity 5)</p>
Solution of the activity	

SKIN STUDY AND ANALYSIS OF HANDS AND NAILS

It must be remembered that we can only perform manicures or treatments on healthy nails and skin or in case of non-pathological alterations.

Phases of the process:

Step 1: Preparation of the work area taking into account disinfection, safety and hygiene measures with the necessary material.

Step 2: Carry out the customer's hand hygiene protocol removing all jewelry and protecting their clothing. Listen to the customer's wishes, concerns and demands.

Step 3: Start analysing both the state of the skin and the nails. Aspects that we are going to observe:

- Morphology of the hands and nails.
- Alterations of the skin and nails and the periungual area, paying attention to the joints of the fingers, wrist and elbow.

Step 4: Registration of data and information in the customer card.

Step 5: Recommendations on the treatment to be carried out, the shape of the nails and the color for the enamelling or decorations chosen by the customer.

CUSTOMER CARD “HAND TREATMENTS”

Name: _____ Surname: _____

Address: _____ Zip Code: _____

Email: _____ Tel.: _____

Profession: _____ Birth: _____

Start date: _____

MORPHOLOGY OF THE HAND AND FINGERS

Narrow hand Wide hand Square hand

Long fingers Short fingers Thick fingers

Conical hands Thinned fingers

NAIL MORPHOLOGY

Oval Wide Rectangular

Spatulate Round Little

SKIN ALTERATIONS

Calluses Palmar Keratosis Psoriasis Chilblains

Eczema Senile Melanosis Dyshidrosis Dermatitis

Vitiligo Rheumatoid Arthritis Osteoarthritis Others

Warts Hyperhidrosis Blisters

ANTECEDENTS OF ALLERGIES:

DIABETIC PERSON YES NO

NAIL DISORDERS

Anonychia Onychochia Stepparents Onychomycosis

Micronychia Onychochisis Paronychia Dotted

Macronychia Onichorrhaxis Onychophagia Striations

Pachyonychia Leukonychia Yellow nails Onycholysis

OBSERVATIONS:

Name:

Date:

REQUESTED SERVICE

Traditional manicure	<input type="checkbox"/>	Semi-permanent manicure	<input type="checkbox"/>	Russian manicure	
Dry or Brazilian manicure	<input type="checkbox"/>	Sauna hand manicure	<input type="checkbox"/>	Male manicure	
Desired nail size	<input type="checkbox"/>	S	<input type="checkbox"/>	M	<input type="checkbox"/> L <input type="checkbox"/> XL

Desired nail shape:

HAND TREATMENT

Paraffin	<input type="checkbox"/>	Ayurveda	<input type="checkbox"/>	Spa	<input type="checkbox"/>
Aromatherapy	<input type="checkbox"/>	Chocotherapy	<input type="checkbox"/>	Others	<input type="checkbox"/>

NAIL EXTENSIONS

Natural nail repair	<input type="checkbox"/>	No. of nails	<input type="checkbox"/>	Fiberglass nails	<input type="checkbox"/>
Remove gel polish	<input type="checkbox"/>	Tips application	<input type="checkbox"/>	Acrylic nails	<input type="checkbox"/>
Nail maintenance	<input type="checkbox"/>	Acry-Gel nails	<input type="checkbox"/>	Gel nails	<input type="checkbox"/>

NAIL POLISH * According to catalog

Classic enamel	<input type="checkbox"/>	Colour*	<input type="checkbox"/>	Model*	<input type="checkbox"/>	No. of nails
Gel polish	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
Fantasy	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
Decorations	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	

Recommended treatment:

Observations:

Attended by:

Next visit:

“HAND CARE AND BEAUTY“

AESTHETIC HAND TREATMENTS

1. CLASSIFICATION:

Aesthetic treatments must be personalized, adapted to the customer's needs. After analyzing the skin of the hands, the treatment that responds to the alterations detected will be selected:

- Dehydration
- Malnutrition and skin aging,
- Pigment spots, hyperchromia.
- Alterations of vascularization.

We must take into account:

- Before starting any aesthetic treatment of hands, you must ensure that all the material and equipment are in order and in perfect conditions of maintenance, disinfection and sterilization. Special attention must be paid to our image, as well as the reception and accommodation of the customer.

The process consists of the following phases:

- The assessment of the characteristics of the skin.
- Selection of appliances, cosmetics and manual techniques.
- Sequencing and timing of treatment.
- Personalization of treatments.

2. ASSESSMENT OF SKIN CHARACTERISTICS

To examine the skin and determine the appropriate aesthetic treatment we use Wood's light or black light. Under ultraviolet light, different skin disorders can be diagnosed such as dry or oily areas, or excessive layers of dead skin, pigment-like spots invisible to the naked eye.

This light is applied manually in a dark environment in order to show the colour of the response on the skin in the form of fluorescence. The lamp is located a few centimeters from the area of the skin to be examined.

Wood lighted magnifying glass.

Ideal to complement a skin diagnosis, allowing to observe the skin in depth to perceive alterations that are not seen with the naked eye.



EQUIPMENT USED IN AESTHETIC HAND TREATMENTS

1. Warm spray

Effects:

- Soothing and decongestant.
- Emollient, carries impurities.
- Slightly vasodilator and hydrating.

Indications:

- All skin types.
- Replaces ozone steam in case of sensitive skin.

Contraindications:

- None.



2. Rotating brushes

Effects:

- Draws secretions and products and removes dead cells from the stratum corneum.
- Hyperemic.

Indications:

- Deep cleansing of the skin.
- Superficial exfoliation.
- Devitalized skins.

Contraindications:

- Circulatory problems
- Dermatological lesions.



3. Ultrasonic peeling

Effects:

- Eliminate dead cells.
- Stimulates the renewal of skin tissue.
- Sedative. Improves peripheral blood circulation.

Indications:

- Exfoliation of the skin.
- Deep cleaning.
- Aged skins.

Contraindications:

- People with metal implants, pacemakers and others.
- People with heart disease, vascular problems, and infections.
- Dermatitis, open wounds or skin lesions.



4. Ozone Steam

Effects:

- Local temperature increases.
- Activates blood flow.
- Activates the functioning of the sebaceous and sweat glands.
- Dilates the pilosebaceous follicles.
- Oxygenating and bactericidal.

Indications:

- All skin types.

Contraindications:

- Circulatory problems



5. High frequency

Effects:

- Soothing, decongestant, bactericidal.
- It favors the penetration of substances into the skin.
- Stimulates and activates circulation.

Indications:

- Hydration and aging treatment.

Contraindications:

- Dermatological lesions.
- People with pacemakers.
- Do not use it in humid areas.



6. Vacuum cleaner and suction cups

Effects:

- It favours the penetration of products.
- Hyperemic and anti-wrinkle.

Indications:

- Aging.
- Contraindications:
- Bad circulation
- Fragile capillary.

7. Vibrators

Effects:

- Relaxing.
- Activates venous cell renewal.
- Invigorating

Indications:

- Massage complement.

- Aged skins.
- Circulatory disorders.

Contraindications:

- Dermatological wounds and lesions.

8. Infrared light

Effects:

- Increase in skin temperature.
- Vasodilation
- Nervous sedation.

Indications:

- Improves osteoarticular processes.
- Purification and sweating.

Contraindications:

- Bad circulation.
- Dermal insensitivity.
- Dermatitis.



Title of the material/activity	3. Written exercise “Preparation of materials”
Presentation / Description of the activity steps	This activity focuses on the learner’s knowledge regarding tools and materials used for hand treatments and manicure, nail design and extensions, procedures of cleaning, disinfection and sterilization. Step 1: Examining the handouts “Equipment and materials for manicures and treatments” and “Hand care and beauty”. Step 2: Preparing a checklist with all the materials and tools. Step 3: Checking the knowledge about tools and materials necessary for hand treatments and manicure, nail design and extensions answering the test: “Preparation of material”.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Template with the test “Preparation of material” • Pen/pencil • Tablet/PC
Time needed	30 min
Attachments	Handout “Equipment and materials for manicures and treatments” Handout “Hand care and beauty” (see Activity 2) Handout “Hand Cosmetics” Test “Preparation of material”
Solution of the activity	Solution “Preparation of material”

“Equipment and materials for manicures and treatments”

The working area



The manicure room



The working environment

You must take into account:

- Space: sufficient so as not to get in the way of activities for other users/workers.
- Lighting: Natural or mixed lighting, allowing you to work without tiring your eyes.
- Colours: Transparent, providing luminosity and warmth.
- Temperature: no higher than 23°C with good ventilation.
- Furniture: Table with drawers, display cabinets / cupboards with doors, shelves, trolleys with wheels, easy to clean. Ergonomic chairs and armchairs.

Supplies: Furniture



Supplies: Protection against COVID-19



Professional clothing



Protective and disposable material



Disinfection and sterilisation



Hot heat oven



UV steriliser



Disinfection tray



Quartz bead sterilizer



Self-seal sterilization pouches



Manicure tools and utensils



- Cuticle nippers: cuticle cutter or cuticle nipper.
- Nail clippers
- Precision scissors: cutting of hair or small decorative objects.
- Files: depending on the thickness of the grain.
- Artificial acrylic nails 60/80
- Pedicure 100/180 and acrylic / gel
- 220/280 natural nails: edging and foil in dry manicure
- 1000/4000 aluminium plates and as preparation for artificial nails
- Polishers +6000: polishing of natural and artificial nails.
- Orange sticks.
- Cuticle pushers: different shapes and materials. They are used to push and remove the cuticle.

- Spatulas: to remove the product from the container.
- Moisten the finger bowl.
- Electric handle: for wetting the fingers and treating the nails.
- The pad or cushion supports the hands.
- Godet cup: for depositing cosmetic or acrylic products.
- Nail polish remover dispenser.

Nail art tools and utensils

- Pencils for artistic decorations or Nail-Art.
- Pencil holder.
- Nail sponge brush: for gradient effects.
- A blending spatula.
- Burins.
- Precision pins: for decoration applications.
- An impression kit
- Airbrush: emits pressurised air which is mixed with the cosmetic and sprayed onto the nail.

Nail art tools



Utensils and tools for acrylic or gel nails.

- Acrylic nail brushes for natural hair



- Pinch or X-curve tweezers: for shaping the C-curve on gel or acrylic nails.



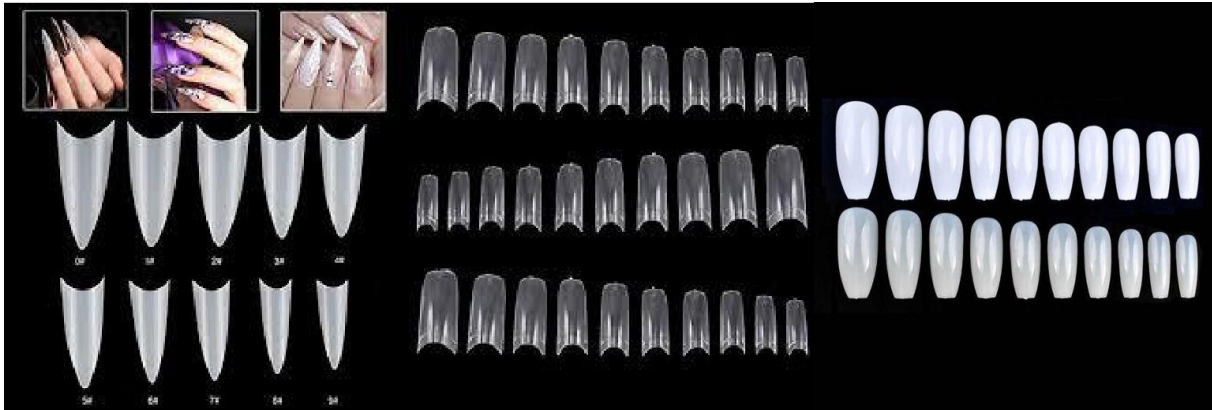
- Synthetic gel nail brushes



- Acrylic or gel nail moulds



- Tips and moulds for gel or acrylic nails



- Brush cleaning cup



- Nail tip cutters



Working equipment: electrical devices



Electric nail buffer



Fume extractor



Enamel dryer



UV/LED lamp

COSMETIC PRODUCTS

- Cosmetics for skin preparation and hygiene.
- Hand and tool disinfectants



- For hand bath and spa: oils, gels and salts



- Nail polish remover with/without acetone and gel remover.



- Cosmetics for hand, nail and cuticle treatments.

Nails and cuticles

- Cuticle remover /softener.
- Nail whitener
- Free edge whitening pencil.
- Nourishing creams for nails and cuticles.
- Nail strengthener.
- Cuticle oils.



Hands

- Exfoliating scrub
- Nourishing / moisturising hand cream.
- Nourishing cream mask.
- Essential oils



- Cosmetics for nail make-up and decoration.



For natural nails

Traditional nail polish (air drying)



Finisher or nail hardener



Anti-streak base coat



Base coat



Top coat



Coloured nail polishes

Cuticle protection during glazing.



Removable barrier liquid nail polish

Semi-permanent nail polish

UV or LED lamp curing



Base and Top Coat



Cleaner

Dehydrator

Primer: Acid and acid free

Bonder

Materials for the construction of acrylic nails.

- Monomeric acrylic liquid
- Acrylic polymeric acrylic base coat powders:
 - Clear or glass: for shaping the nail or encapsulating a design or decoration.

- Pink: used when the shade of the nail is very pale or yellowish to give luminosity to the nail.
- White: to make the white tips of the French polish.
- Acrylic covering powders: they are the colour of the skin and are used at the base of the natural nail. There are transparent and opaque ones. They are used to conceal nail irregularities.
- Coloured acrylic powders: they allow you to decorate your nails in a thousand different ways. They are available in a multitude of colours, fluorescent, with glitter and with decorations.

Acrylic nail materials



Materials for the construction of gel nails.

- Building gels: The most basic are clear gel or also called Clear, white gel and pink gel. They are easy to work with, honey-textured and self-levelling gels. Their viscosity can vary, although the most commonly used is medium. It hardens on contact with the UV lamp, in about 3 minutes. There are also coloured gels; pastel colours, neon, glitter, ...
- Acrygel or polygel: it is a paste prepared to form false nails by means of moulds that can be made of paper or with a plastic tip (Dual System Form).
- Polygel Slip Solution: for working the paste and cleaning the brush.
- Finishing solution or cleaner: removes the slimy layer from the gel nail surface.

Gel Nail Materials

Building gels



Polygel Slip Solution



Finish solution or cleaner

“HAND COSMETICS”

COSMETICS USED IN AESTHETIC HAND TREATMENTS

They can be classified into three types or classes:

- Protection cosmetics. They prevent the effect of external aggressions (cold, heat, etc.), They act as a screen to prevent the loss of natural hydration of the skin.
- Cosmetics to improve the appearance of the skin. They maintain and provide softness, flexibility, smoothness and whiteness in the hands.
- Treatment cosmetics. They specifically treat each of the alterations that the skin of the hands may present.

COSMETICS	COMPOSITION	USES/ACTIONS
PROTECCIÓN COSMETICS		
<p>Hand Creams</p> 	<ul style="list-style-type: none"> • Insoluble fats: anhydrous lanolin, vegetable shortenings, fatty esters. • Derivatives of silicone. • Perfluorinated polymers. • Sun protection factor. 	<ul style="list-style-type: none"> • They isolate the skin from external aggressions. • They increase the protective capacity of the epicutaneous emulsion.
<p>Hand scrub</p> 	<ul style="list-style-type: none"> • Physical: polyethylene granules, silica powder, microspheres, etc. • Chemicals: AHA (glycolic, retinol, salicylic acid). 	<ul style="list-style-type: none"> • Eliminate dead cells. • Regenerating epithelial action.
<p>Paraffin Wax Hand Bath</p> 	<ul style="list-style-type: none"> • Saturated alkanes (obtained from oil). • They are mixed with hydrating actives, peach, green tea, lavender, etc. 	<ul style="list-style-type: none"> • Deeply hydrates, softens, nourishes and protects the skin. • Lots of heat storage capacity.

COSMETICS	COMPOSITION	USES/ACTIONS
TREATMENT COSMETICS		
<p>Dehydrated skin</p> 	<ul style="list-style-type: none"> • Humectants and moisturizers: glycerin, sorbitol, propylene glycol, NMF. • Emollients: Fats of animal origin, (lanolin), and vegetables (cocoa butter, shea, Jojoba), unsaturated fatty acids, mineral oils. 	<ul style="list-style-type: none"> • They improve hydration. • They are combined with occlusive techniques, massage, heat (IR), paraffin wax baths.
<p>Hyperchromia</p> 	<ul style="list-style-type: none"> • AHA scrubs. • Depigmentation agents: hydroquinone, kojic acid, bearberry and yarrow extracts. • Regenerating substances based on extracts of mimosa, rosehip, gotu kola, etc. • Trace elements, enzymes (SOD), vitamins, etc. 	<ul style="list-style-type: none"> • They discolor melanin. • They promote cell renewal.
<p>Vascularisation Alterations</p> 	<ul style="list-style-type: none"> • Vasotonic substances: Horse chestnut, hawthorn extracts, ginkgo biloba, sweet clover, red vine, burdock. • Slightly astringent and soothing masks: witch hazel, chamomile, aloe vera, allantoin, menthol. 	<ul style="list-style-type: none"> • They improve vascular permeability.
<p>Aged skins</p>	<ul style="list-style-type: none"> • AHA scrubs. • Regenerating and firming substances: protein lysates, amino acids, vitamins A, E and F, regenerating extracts (mimosa, rosehip, gotu kola, etc.), trace elements, enzymes (SOD). 	<ul style="list-style-type: none"> • They improve cell renewal. • They stimulate cell trophism.

Test “Preparation of materials”

1. Match the images with the corresponding technique by writing the letters inside the boxes:

1. Tradicional manicure

2. Nail extensions

3. Nail's decoration

A



B



C



D



E



F



G



H



I



J



K



L



M



N



2. Relate the products and cosmetics with the different techniques in which they intervene, writing the corresponding letters in the box:

- a) Disinfectants
- b) Primer
- c) Nourishing mask
- d) Gel-based nail polish
- e) Cuticle oils
- f) Nourishing hand cream
- g) Nail polish remover
- h) Cuticle cream
- i) Nail Strengthener
- j) Polymer
- k) Paraffin bath
- l) Monomer
- m) Hand cream
- n) Peeling
- o) Essential oils

Nail Sculpture

Tradicional manicure

Hand treatments

3. Match the devices with the corresponding technique in the following statement

Write the letter of what corresponds in the box:

- a) LED lamp
- b) Rotario brushes
- c) Nail lathe
- d) High frequency
- e) Pasteur oven (dry heat)
- f) Infrared Radiation
- g) Quartz pearls
- h) Ultrasonic peeling
- i) Table with dust extractors

Nail Sculpture

Hand treatments

Hygiene and disinfection

Solution “Preparation of materials“

1. Match the images with the corresponding technique by writing the letters inside the boxes:

1. Tradicional manicure

A, B, C, E, J, M

2. Nail extensions

A, C, D, E, H, I, K, N

3. Nail's decoration

F, G, L, M, N

2. Relate the products and cosmetics with the different techniques in which they intervene, writing the corresponding letters in the box:

a) Disinfectants

b) Primer

c) Nourishing mask

d) Gel-based nail polish

e) Cuticle oils

f) Nourishing hand cream

g) Nail polish remover

h) Cuticle cream

i) Nail Strengthener

j) Polymer

k) Paraffin bath

l) Monomer

m) Hand cream

n) Peeling

o) Essential oils

p) Nail polishes with varied colors

Nail Sculpture

A, B, D, G, J, L

Tradicional manicure

A, E, F, G, H, I, M, P

Hand treatments

A, C, F, H, K, M, N, O

3. Match the devices with the corresponding technique in the following statement

Write the letter of what corresponds in the box:

a) LED lamp

b) Rotario brushes

c) Nail lathe

d) High frequency

e) Pasteur oven (dry heat)

f) Infrared Radiation

g) Quartz pearls

h) Ultrasonic peeling

i) Table with dust extractors

Nail Sculpture

A, C, I

Hand treatments

B, D, F, H

Hygiene and disinfection

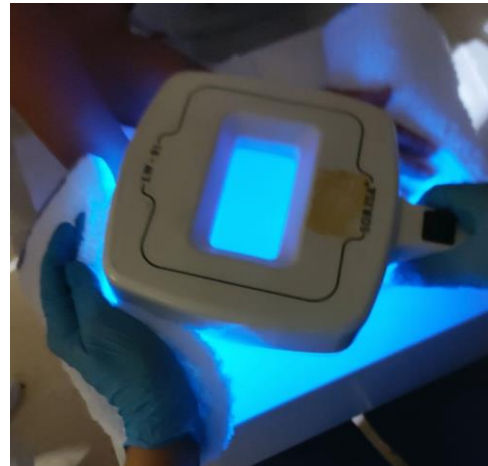
E, G

Title of the material/activity	4. Case study “Dyschromia and dark spots treatment”
Presentation / Description of the activity steps	<p>This activity focuses on the management of special customers, adjusting the treatments to the needs s/he might have.</p> <p>This activity is performed in two phases:</p> <p>Step 1: Examining the handout “Hand care and beauty treatments” where different hand treatments are shown, paying special attention to the equipment used and its function.</p> <p>Step 2: Studying the case while taking note of the essential elements to administer the correct treatment to the customer and taking into consideration the use of green cosmetics.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Handouts, case study • PC/tablet • Paper/pen
Time needed	<p>Handout reading: 20 min</p> <p>Case reading: 5 min</p> <p>Case execution: depends on the type written or oral execution</p>
Attachments	<p>“Hand care and beauty treatments”</p> <p>“Green cosmetics: sustainable beauty”</p> <p>Article review in Nails Magazine about the growth of green in the beauty salons. https://www.nailsmag.com/382704/going-for-the-green</p> <p>Case Study “Hand treatment for dyschromia and dark spots”</p>
Solution of the activity	<p>Solution “Hand treatment for dyschromia and dark spots”</p>

HANDOUT “HAND CARE AND BEAUTY TREATMENTS”



1. Study and Analysis of the skin



2. Prepare the skin: Remove make-up from hands, forearm and elbow.



3. Spindle cold shower spraying



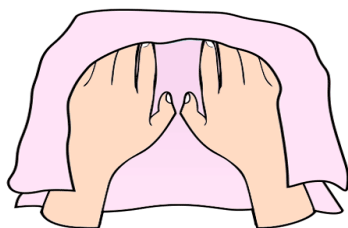
4. Prepare the skin: hand exfoliation



4.1. Soak your hands in warm water for a few minutes to clean and soften cuticles.



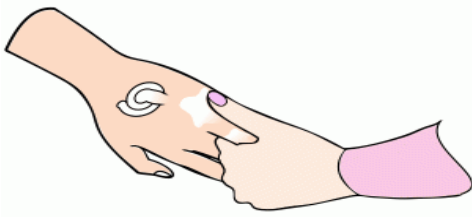
4.2. Dry with a clean towel.



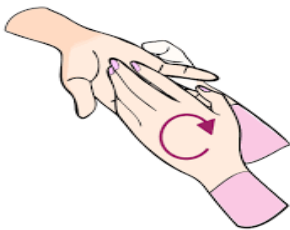
4.3. Exfoliating cream: On the customer's already dry hand, apply a small amount of exfoliating hand cream.



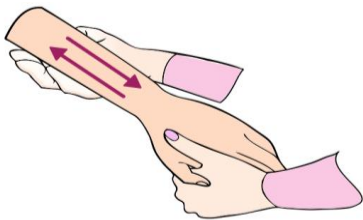
4.4. Fingers: Massage gently, using clockwise circular movements. Start at the tip of each finger and work your way up to the junction with the rest of the hand. Repeat for each finger.



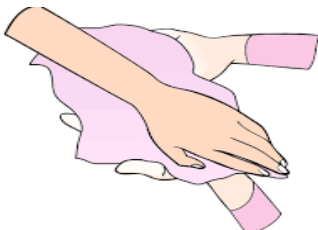
4.5. Palm of the hand: Fully extend the customer's hand and rub the inside of the hand. Always massage gently in a clockwise direction.



4.6. Forearm: Hold the customer's hand and spread the product on her forearm with the palm of your hand. Draw small circles as you go up to the elbow and back down again.



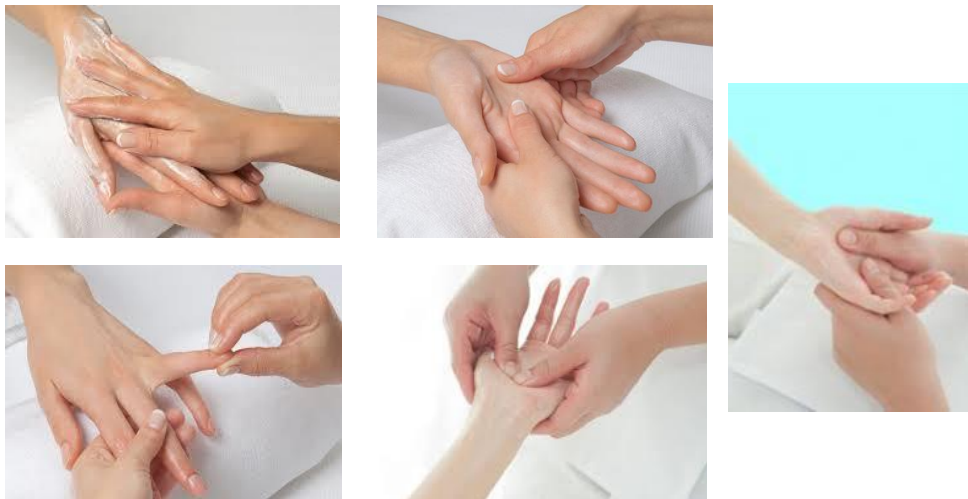
4.7. Cleaning. After the massage, dry your hands and forearm with a warm, damp towel.



THE HAND MASSAGE



Hand massages movements and manoeuvres

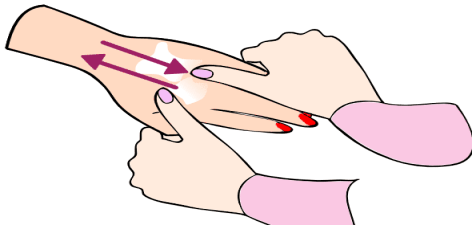


THE HAND MASSAGE

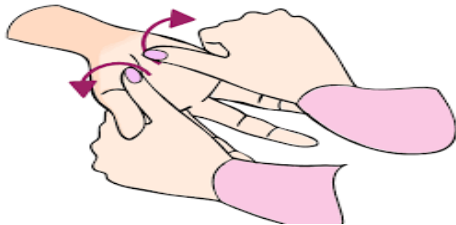
1. Add moisturizer: Add a dollop of moisturising hand cream to the customer's hand



2. Finger massage: Start by massaging the back of the hand vertically, following the structure of the bones. Use the thumb and forefinger to massage and apply light pressure between the fingers.



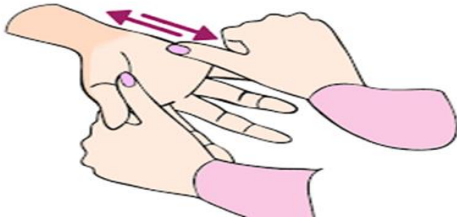
3. Palm of the hand: Now massage the palm of the hand in a circular motion from the inside out, moving the big fingers in opposite directions. Spend a little more time massaging the base of the thumb and also the contour of the hand.



4. Forearm: Apply light pressure with the thumbs on each side of the forearm, massaging from the bottom up towards the elbow.



5. Finish massage: From the elbow, massage the inside of the forearm in circular motions. Finish the massage on the palm of the hand.



More information in https://www.youtube.com/watch?v=jGcwLWc6_no

TREATMENT FOR DEHYDRATED SKIN

All actions will be aimed at hydrating and restoring the hydrolipidic layer of the skin.

Characteristics of the skin:

The skin is rough to the touch, reddened, with a tendency to crack and dryness in the cuticle and periungual area.

Cosmetic techniques:

- Apply moisturizing and moisturizing cosmetics such as: glycerin, sorbitol, propylene glycol, NMF; emollients of animal origin (lanolin) and vegetable (cocoa butter, Shea, Jojoba); fatty acids (palmitic, stearic, oleic); mineral oils.
- Physical and chemical exfoliants: Silica powder, AHA, retinol, etc.
- Paraffin wax baths: they hydrate, soften the skin, eliminate toxins and activate blood circulation, dilate the pore and facilitate the penetration of other substances.
- Occlusive techniques: Cream wraps that facilitate sweating, using osmotic film and wrapping the hands in a hot towel.

OILY & DRY SKIN



Manual techniques:

Manual massage: Activates blood circulation and skin metabolism. Improves skin color by eliminating dead cells, activating circulatory conditions and improving the supply of nutrients and oxygen to cells.

Electro-aesthetic techniques:

- Infrared: radiation that produces heat.
- Spraying: floral waters or moisturizing lotions.
- High Frequency equipment, effluvia: activate peripheral circulation.
- Rotating brushes: they can be used with the exfoliating product to activate its effect and peripheral circulation.

Treatment application procedure

Treatment duration: 45min

1. We apply a disinfectant lotion or disinfectant spray on hands and nails.

2. Skin analysis. We observe its condition with the magnifying glass and / or Wood's light and select the cosmetics.
3. We proceed to the hygiene of the skin with a specific cleansing cosmetic.
4. We apply an exfoliating cosmetic. We can remove it with rotating brushes.
5. We apply ozone steam for five minutes or a warm spray.
6. We spread a moisturizing biological product on the skin of the hands with massage movements. (Iontophoresis and sonophoresis can be used).
7. We apply an occlusive plastic mask to favor the penetration of the biological product. If it is cream, we will wrap it in osmotic film and cover with a towel (infrared heat can be provided).
8. Spindle-shaped cold showers to help remove mask residue, cool skin, and tighten pores.
9. We ended up doing a hand massage with a specific cream and sun protection.

Session frequency

- The number of sessions will depend on the degree of dehydration of the skin, but on average between 15 and 20 sessions are recommended.
- The frequency will be once a week at the beginning and then they will be distanced every 10, 15, or 20 days.

Professional advice

- Apply daily and whenever necessary sunscreen protection cream.
- Wear latex or rubber gloves when working with irritants or detergents, and cotton or wool gloves to protect them from the sun or cold.
- Drink at least two liters of water a day and eat plenty of fruits and vegetables.

HOT AND COLD PARAFFIN WAX TREATMENT

The paraffin wax used for hand treatments is very refined. Its melting temperature is around 42°C. It is enriched with essences and active principles, such as green tea, lavender, peach, etc., which enhance its properties

- Effects: it is used to soften and moisturize the skin. In these cases it is applied hot causing the moisture of the skin to rise to the upper layers, due to follicular dilation, but it meets the paraffin barrier that tends to harden, the moisture returns to the skin hydrating all its layers. Stimulates blood circulation since heat acts as a vasodilator. This sauna effect provides instant and long-lasting hydration. Contraindications:
- Contraindications. People with sensory impairment or loss, diabetes or varicose veins, wounds or sores.

Cold paraffin

It comes in jars of different sizes and with aromas. It is an alternative for people with circulatory problems or who cannot use hot paraffin. It does not have the same effect that heat produces on the skin to open the pore, but it has occlusive properties due to its density and also moisturizing and softening. Can be used with electric mitts.

Step by step cold paraffin in the hands

1. Apply a disinfectant lotion to the area and the beautician's hands.
2. Carry out the manicure beforehand.

3. Perform an exfoliation to clean and prepare the skin.
4. Apply the paraffin by massage.
5. Put a plastic bag with osmotic film and terry cloth mittens to keep warm.
6. Apply heat if treatment requires it, by means of an electric hand sauna.
7. After the exposure time, which can range from 10-15 minutes, remove the sauna and the protective bag, the mitten.
8. Remove excess product if necessary with a washcloth and give a light massage.
9. Clean nails and make up if the customer wishes.



Cold paraffin treatment - hand sauna



1. Preheat mitts on high. Apply heat activated cream* on hands and massage into nails and cuticles.



2. Cover hands in mitten liners or wrap in plastic wrap.



3. Adjust heat to desired setting. Insert hands for approximately ten minutes.



Hot-paraffin treatment step by step

1. Apply a disinfectant lotion on the hands of the customer and the hands of the beautician.
2. Perform an exfoliation to clean and prepare the skin.
3. Apply by massage the product indicated for each alteration.
4. Dip your hand in the paraffin up to five times, waiting for it to stop dripping from one dive to another.
5. Place a protective plastic bag or osmotic film and terry cloth mittens to keep warm.
6. After the exposure time that can range between 15-20 minutes, remove the mitten and the paraffin that will come out easily by pulling the protective bag.
7. Finish by massaging with a specific cream.



TREATMENT OF PIGMENT SPOTS OR DYSCHROMIA

- We can only treat senile spots and those caused by the sun. The rest of the pigmentation alterations are dermatological treatment.
- The objective will be to eliminate stains, protect the skin from solar radiation, revitalize the tissues and regenerate it.
- As it is an alteration that appears along with the aging of the skin, both treatments can be combined.



- Cosmetic techniques
- Depigmenting cosmetics such as azelaic acid, kojic acid, bearberry extracts and yarrow will be selected. Also regenerating substances such as rosehip, mimosa extracts, gotu kola, trace elements, enzymes, vitamins, etc.
- Manual techniques.
- Apply hand, forearm and elbow massage.
- Electro-aesthetic techniques

- Ozonated steam to oxygenate the skin and facilitate the penetration of cosmetics.
- High frequency, effluvia. Rotating brushes, Ultrasonic peeling. Laser and IPL, microdermabrasion and occlusive techniques.

Treatment application procedure

Treatment duration: 45- 60 min

1. We apply a disinfectant lotion or disinfectant spray on hands and nails.
 2. Skin analysis. We observe its condition with the magnifying glass and / or Wood's light and select the cosmetics.
 3. We proceed to the hygiene of the skin with a specific cleansing cosmetic.
 4. Glycolic acid application 5 min.
 5. Application of the neutralizer.
 6. Performing hand massage with regenerating cream.
 7. Application of skin whitening and / or restructuring masks.
 8. Spindle-shaped cold showers.
 9. Protective creams with total screen sun protection factor
- Professional advice and frequency of sessions
 - Use a total protection sun cream regularly, especially in spring and summer. The rest of the year, use cream with high sun protection.
 - Recommend to the customer the application on the skin of depigmenting creams on alternate days for 15 days and space according to the results.
 - Recommend the customer to consult a dermatologist.
 - Frequency:
A minimum of 20 sessions should be carried out and then the results evaluated. It will begin with two weekly sessions and then they will be spaced.

AGED SKIN TREATMENT SESSION

1. Analysis of the skin.
2. Make-up removal with specific products.
3. Warm spray.
4. Ultrasonic peeling.
5. Hand, forearm and elbow massage to facilitate the absorption of a serum rich in elastin or collagen.
6. Vibrating device.
7. Application of alginate mask.
8. Warm spray.
9. Application of protective cream with sun protection.



HYDRATING SPA TREATMENT SESSION FOR HANDS

1. Skin analysis.
2. Cleaning and preparing the skin
3. Apply scrubs, with salt, honey, lemon juice, wash essence or lemon. (The water for cleaning the scrub can be added fresh flowers such as rose petals, jasmine, orange blossom, lavender)

4. Apply a mask to hydrate and nourish the skin, wrap with osmotic film. Exposure between 15 to 20 minutes.
5. Remove the mask with fresh water and dry gently.
6. Massage with cream or almond oil enriched with essential oil of chamomile, lemon, and lavender.
7. Clean nails and make up if the customer wishes.

FURTHER INFORMATION

- <https://www.youtube.com/watch?v=r6iD9jizErU>
- Paraffin wax treatment

- https://www.youtube.com/watch?v=ZpJhGEUdsjA&feature=emb_title
- Manicure with hot volcanic stones

- <https://www.youtube.com/watch?v=iNGa3yuSc9Y>
- Hand and foot HYDRATE treatment- Step by step process.

- <https://www.youtube.com/watch?v=WnnZjq6fea0>
- Hand ANTI AGING treatment-Step by step process.

- <https://www.youtube.com/watch?v=OjocJJekY8E>
- Hand REGENERATING treatment-Step by step process.

- <https://www.youtube.com/watch?v=nYBtCF6BqL4>
- Hand WHITENING treatment-Step by step process.

“GREEN COSMETICS: SUSTAINABLE BEAUTY”

More than ever before, consumers are interested in sustainability, and many cosmetic manufacturers are seeking more natural and environmentally-friendly emulsifiers and ingredients for their products. The benefits of “green” beauty products extend beyond trends — increasing studies show the toxicity of conventional cosmetics, and the natural cosmetics market continues to grow rapidly and consistently.

But, what are green cosmetics?

The word “green” has become synonymous with “organic” or “healthy.” The phrase “green cosmetics,” induces the consumers to think automatically in eco-friendly products.

But the field of green cosmetics still needs clarification. Typically, the term is used to describe products using environmentally-friendly formulations, production practices or packaging methods.

With respect to the cosmetics industry, “green” and “sustainable” cosmetics are defined as cosmetic products using natural ingredients produced from renewable raw materials. Many companies use petrochemical ingredients derived from petrol, a non-renewable and economically volatile resource. Bio-based oleochemicals, on the other hand, derive from renewable plant and bacteria sources and are the crux of the green cosmetics movement.

Cosmetics developers worldwide are doggedly pursuing these oleochemicals, along with any potential sources for them. Some examples of common sources include:

- **Natural Oils:** Palm and coconut oils are often used to derive fatty alcohols, which are used as chemical surfactants. Other oils include argan oil and avocado oil. Glycerine, a derivative of palm oil, is a common byproduct.
- **Agricultural Plants:** Soybeans, corn and other agricultural plants are used throughout the cosmetic industry to produce oils and alcohols. Green cosmetic emulsifiers, surfactants and biocatalysts are derived using these plants, which can be cheaply and sustainably sourced.
- **Bacteria:** One example of a renewable resource currently under development is the *Deinococcus* bacteria, a bacterium studied by Deinove in France for its chemical production properties. Deinove has used the bacterium to create aromatic ingredients and pigments for the cosmetic industry.

There are ingredients that aren’t sustainable. By using natural, oleochemical sources, sustainable cosmetics avoid many of the toxic elements found in popular brands. These chemicals damage environmental and human health, and consumers should never read them on a “green” label.

- **BHA and BHT:** BHA and BHT are synthetic antioxidants used as preservatives, and they are most common in lipsticks and moisturizing creams. The European Commission has released evidence that BHA and BHT disrupt the endocrine system.
- **Coal tar dyes:** On labels, coal tar dyes are listed as p-phenylenediamine or colors titled “CI” and followed by a five-digit number. These dyes are mixtures of petrochemicals, and they have been linked to cancer in humans.
- **Formaldehyde-releasing preservatives:** These preservatives are present in a wide range of cosmetics, as well as in cleaning products such as toilet bowl cleaners. As their name suggests, formaldehyde-releasing preservatives continuously release small amounts of formaldehyde, a known human carcinogen.

- Aluminum: Commonly used in antiperspirants, aluminum enters the body through the underarm tissue and blocks sweat ducts. However, it has also been linked to breast cancer, Alzheimer’s disease and osteoporosis.
- Dibutyl phthalate (DBP): Often found in nail products, DBP is a solvent for dyes. Considered toxic to human reproduction, it enhances the ability of other chemicals to cause genetic mutations. While Canada has banned DBP from all children’s toys, no action has yet been taken against its presence in cosmetics.

The consumer buys natural and sustainable cosmetics for three main reasons: environmental responsibility, increased effectiveness, and long-term health.

- Environmental Responsibility: Modern consumers have a growing global consciousness, and they care about social and environmental responsibility. One of the main benefits of sustainable products is their kinder environmental impact. A recent example of pollution and consumer demand is the ban of microbeads. Microbeads are tiny pieces of plastic found in many shower scrubs and exfoliating products. However, they do not dissolve, and in 2015, a study reported that over eight trillion microbeads were being washed into our waterways every day.
- Increased Effectiveness: Natural and oleochemical ingredients are less likely to cause skin irritation or allergic reactions. Without synthetic, toxic chemicals or artificial colors, sustainable products rely on the healing properties found naturally in plants and animals — the ingredients humans have been using for centuries. Consider glycerine, a natural derivative of palm oil. The clear, non-toxic liquid is used in soaps, pharmaceuticals and cosmetics. Since it is a humectant, glycerine can retain water, making it an excellent moisturizer. Glycerine enhances the body’s hygroscopic characteristics, encouraging the skin to absorb and hold on to water. As a non-irritating substance, it can be applied anywhere on the body. It is an effective anti-aging ingredient and, due to its antimicrobial properties, can also serve as an acne treatment.
- Long-Term Health: While petrochemicals may deliver short-term results, the long-term effects can be highly toxic to humans and the environment. Years of synthetic cosmetics use has been traced to headaches, eye damage, acne, hormonal imbalance and premature aging. Phthalates have even been linked to cancer and type II diabetes.

By choosing sustainable cosmetics, a consumer forgoes the stress and uncertainty of toxic, synthetic products and invests in their long-term health and beauty.

Into the green market, we can find the **vegan beauty movement**. Vegan cosmetics have two approaches, firstly, to develop and adopt natural substitutes based on plants and vegetables for active ingredients and excipients of animal origin, such as some proteins and derivatives, that is, if a product has dairy derivatives or beeswax it cannot be considered vegan. Secondly, the cruelty-free concept is supported by the vertiginous development of alternatives to animal experimentation and the 3Rs of Russell and Burch (Refinement, Replacement and Reduction, concept created in 1960). Now we see a great offer of alternative methods that avoid animal suffering. The challenge is that none of the ingredients or the formula is tested on animals. In fact, several countries have already regulated this aspect and have laws that prohibit the testing of cosmetic products on animals.

One particular area in demand is **vegan nail polishes and manicures**. These products are formulated without any ingredient of animal origin.

In comparison to commercial nail polish, vegan nail polish is non-toxic and made with vegan friendly, cruelty free, ethical and eco friendly ingredients. Traditional, commercial nail polish isn't so pretty, as

they can damage your nails and can contain toxic ingredients. Eco friendly, ethical, vegan nail polish has some great benefits. One main benefit of opting for vegan nail polish is that it protects nails.

In non-vegan nail polishes we can find ingredients such as fish scales or pearl essence, which gives the polish a pearly shine, animal fats such as oleic acid, or carmine from cochineal. Vegan nail polish manufacturers use other substances that have similar properties to give the varnish its red color or shine.

Numerous brands make 100 percent vegan and cruelty-free nail polish, making an ethical manicure as easy as ever.

Case study “Hand treatment for dyschromia and dark spots”

A 58 years old woman comes to your beauty center and requires information about hand treatments because her hands are getting dry and with several dark spots. She smokes about 10 cigarettes per day and works as a taxi driver.

You have to analyze the case and propose a hand treatment protocol for dark spots and aging skin, using the most suitable equipment and explaining the selection.

Solution “Hand treatment for dyschromia and dark spots”

Firstly, select the electro aesthetic techniques.

1. Ozonated steam to oxygenate the skin and facilitate the penetration of cosmetics.
2. High- frequency effluvia. Rotating brushes, Ultrasonic peeling. Laser and IPL, microdermabrasion and occlusive techniques.

Secondly, indicate in the order in which it must be entered in the protocol. Treatment duration:
45- 60 min

1. We apply a disinfectant lotion or disinfectant spray on both hands and nails.
2. Skin analysis. We observe its condition with the magnifying glass and / or Wood's light and select the cosmetics.
3. We proceed to the hygiene of the skin with a specific cleansing cosmetic with rotating brushes
4. Ozonated steam to oxygenate the skin and facilitate the penetration of cosmetics.
5. Ultrasonic peeling for 10 hours prior to the application of glycolic acid or instead.
6. Glycolic acid application for 5 min.
7. Application of the neutralizer.
8. Performing hand massage with regenerating cream.
9. High- frequency effluvia applied on a gauze 5 min.
10. Application of skin whitening and / or restructuring masks.
11. Spindle-shaped cold showers.
12. Protective creams with total screen sun protection factor

Title of the material/activity	5. Simulation/demonstration “Manicure process including male manicure”
Presentation / Description of the activity steps	<p>The activity check a learner’s ability to carry out a male manicure process under the supervision of a trainer. This activity will improve professional techniques and practice management, support processes, time management and the communication skills. Male manicure is not much different from the manicures that we know, it could be the traditional or the dry one. The differences are in the shape of the nail file and that they are not glazed, but rather polished.</p> <p>This activity will be carried out in two working phases:</p> <p>Step 1: Demonstration by the trainer: showing the step-by-step process of male manicure while the learner observes the process.</p> <p>Step 2: Preparing the settings and carrying out the treatment by the learner (following the guidance set by the trainer).</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● PC/tablet ● Internet connection <p>Equipment:</p> <ul style="list-style-type: none"> ● Furniture ● Tools and appliances ● Any products used in the process
Time needed	<p>The activities take place in 90 min: 45 min for the observation phase 45 min for the execution phase</p>
Attachments	<p>Handout “Manicure processes“ Handout “Manicure services“</p>
Solution of the activity	<p>Male manicure process</p>

HANDOUT “MANICURE PROCESSES”

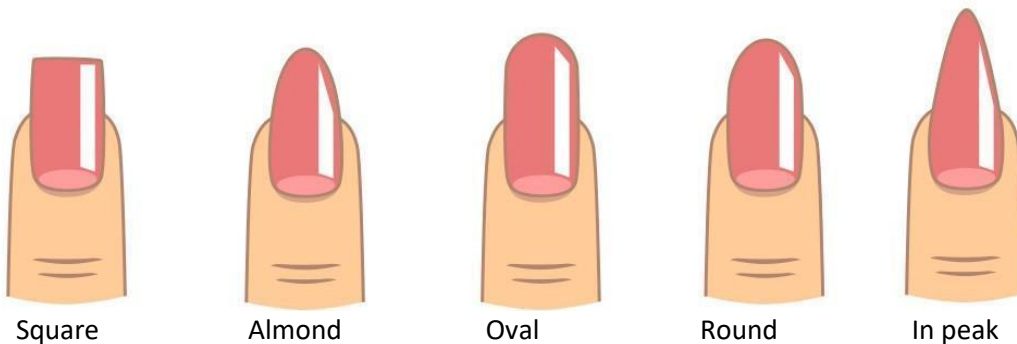
THE TRADITIONAL MANICURE

Preliminary considerations

Before starting any service, we must have the work area ready. The furniture, the appliances and the material that we are going to use must be in good condition, clean and disinfected and / or sterilized. The technician must be perfectly uniformed and prepared to receive the customer with attention and cordiality.

- 1. Customer reception.** The technician introduces himself and greets the customer by making the corresponding checks on the agenda. It is important to listen to the demands of the customer and provide the appropriate answers and information in a clear and precise way, while informing about the price and duration of the services. During this process, the necessary questions are asked to start filling in the customer's personal and technical file. Immediately afterwards, customer's belongings are collected (coat, jacket, umbrella, bag ...) and they are arranged in the place set up for it (coat rack, wardrobe, locker). If necessary, the customer will receive personal protection material (gown, mask).
- 2. Customer accommodation.** The customer is escorted to the work space and a preliminary hand washing is recommended before sitting at the manicure table. Then, the customer will remove rings and bracelets that could hinder the work of the manicure or massage. The beautician will put them in a tray or box near the customer's field of vision until the end of the service.
Before continuing, the technician apply disinfectant gel or lotion on the hands of the customer.
- 3. Observation of the state of the nails and the skin of the hands.** It is necessary to check that there is no alteration that prevents the performance of the service. The observations have to be written down in the file.
- 4. Make-up removal from nails.** If the nails have enamel, it must be removed beforehand. A cotton or cellulose pad impregnated with nail polish remover (preferably without acetone) will be used, making removal movements towards the outside of the nail. The periungual edges are cleaned with the orange stick that will be covered at one end with cotton impregnated with nail polish remover.
- 5. Analysis of the morphology of the hands and nails.** The technician observes the shape of the hands and the situation of the nails. The final shape and size of the nail are agreed with the customer. And then, the color of the enamel or the decorations is selected, according to the catalog.

Changes and elections have to be written down on the card.



- 6. Cut and file.** It is important to maintain order, so the technician always starts from the little finger to the thumb, first one hand and then the other. To file the free edge of the nail, use a specific natural nail file (150-180 grains). If the size of the nail is too long compared to the desired size, it is preferable to cut the nails with a nail clipper, making three clean cuts: First on one side of the nail, then the other and finally the central part, leaving at least , about 3 mm in length to protect the finger. It is finished with the file giving the desired shape.

The filing is done by keeping the file perpendicular to the free edge, never inclined, since the nail splinters and thins excessively. The direction of filing will be from the sides to the center. We will finish by passing the file over and under the free edge with small touches to soften while we pass with the thumb along the edge to observe and feel the soft texture that remains.



NOTE: WHAT NOT TO DO

- File with a very flat incline, neither above nor below.
- Make back and forth movements with the file.
- File vigorously.
- Press the file excessively.

These actions can cause breakage or chipping of the nail.

- 7. Treatment of the cuticle.** Once a hand has been filed, the cuticle softener cosmetic is applied to the periungual edge, making a brief circular massage over the area with the tips of the thumbs. The nails are placed in the maniluvio or "wet finger" bowl, previously prepared with warm water and a little neutral antiseptic soap, for a maximum time of 5 min.

While one hand is in the bowl, the other hand is prepared for work.

Once the previous process is finished with the second hand, dry the first hand gently without rubbing, and place the other in the bowl.

If there is excess cuticle, a cuticle disintegrating product is used, applying it on it with an orange stick or the brush that is incorporated.

With the metal pusher, the kickstand or the orange stick, the technician peels off and pushes the cuticle back, removing the skins from the periphery of the nail plate without pressing or scratching. The direction is ascending from the sides upwards, towards the birth of the nail.

If it is necessary to remove some small skin or excess skin from the cuticle, use the cuticle cutter or manicure scissors.

Once the process is finished, immerse the nails in the soapy water to remove the cuticle remover and thoroughly dry the nails and fingers.

- 8. Application of hand massage.** Apply a nourishing and moisturizing hand and nail cream to perform the massage maneuvers (according to the hand massage protocol) first on one hand and then on the other.

https://www.youtube.com/watch?v=jGcwLWc6_no

- 9. Stain removal or nail whitening.** The nail whitening cosmetic is applied with the help of a brush or with one end of the orange stick wrapped in cotton. The surface of the sheet and the free edge are rubbed to remove the yellow spots.

Whitening pencils are used to whiten the lower part of the free edge. It is necessary to moisten the tip of the pencil before applying it.

- 10. Nail make-up (with traditional nail polish).** Prior to applying nail makeup, the remains of grease from the nail and the periungual edges must be thoroughly cleaned. To do this, introduce the fingers again in the soapy water and dry them well. With the orange stick prepared with a cotton tip impregnated in disinfectant or a cleaner type cleaning product, clean all the edges of the nail plate and below the free edge.

Polishing

It can be done in two ways:

- Only on the free edge to prevent nails from snagging.
- Throughout the nail plate to give a smooth and shiny finish when you do not want to make up your nails.

The three-sided polishing file will be used. The sheet should be worked in one direction only to eliminate grooves, first around the cuticular lateral contours, center and free edge. The three textures are used, starting with the coarsest grain and ending with the softest, which is the one that provides the shine.

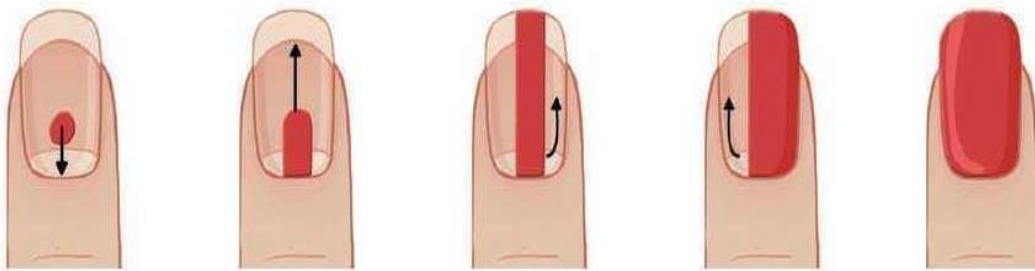
The enameling of the nail.

- A layer of the selected base is applied (hardener, leveler) depending on the type of nail.
- Two layers of enamel are applied with the chosen color.
- The makeup is finished with a transparent finishing enamel with a gloss or matte finish.

The process can be finished by applying a blotter to reduce the drying time of the polish or placing your hands in a specific nail dryer. When the nail polish is completely dry, a regenerating oil is applied to the cuticles to help repair and hydrate them.

Nail polish. Phases of the process.

- Clean each nail with a cellulose pad impregnated with the water-free degreasing product to remove all traces of grease and dust generated in the manicure process.
- A base is applied that protects the nail from the pigments and solvents of the enamels. When it is dry, the first coat of enamel should be applied following the order:
- Shake the enamel bottle well and open. Remove the brush by cleaning one of its sides so as not to load with excess product.
- For each brushstroke to be precise, the brush must be prepared at the same time it is extracted from the bottle, cleaning a third of the lower part and completely the upper part, leaving a drop of product on the edge.
- Each brushstroke must be uniform and with a continuous and precise line that is approximately half a millimeter from the periungual edge.
- The first brushstroke is applied in the center of the nail; the second on the left side and the third on the right side.



THE MALE MANICURE

The male manicure is not much different from the manicures that we know, it can be the traditional or the dry one. The differences are in the shape of the nail file and that they are not glazed, but rather polished.

Usually, men seek to clean, cut and file their nails in order to avoid roughness, improve skin hydration, especially those who work with aggressive substances or have a lot of exposure to harsher tasks. What they want is to maintain a clean and attractive appearance.

Protocol for a male manicure:

Follow steps 1 to 5 described in the traditional manicure.

6: Cut with a square shape and short length and file towards the free edge, keeping the square shape.

7: Remove cuticles and remove unsightly hangnails that usually appear due to excess dryness. Avoid using pliers as much as possible. The lathe can also be used to smooth the contour of the periungual folds.

8: Fast absorption creams should be used in the massage.

9: Proceed in the same way as in traditional manicure.

10: Polish both the free edge and the nail plate, since the nail does not wear makeup. Sometimes a protein base can be applied or to avoid nail biting.

Men also often get hot paraffin treatments and spa treatments to improve skin condition and well-being.



THE DRY MANICURE AND THE RUSSIAN MANICURE

The dry or “Brazilian” manicure is a variant of the traditional manicure in which the hands are not immersed in water and the cuticles are worked exclusively with a cuticle softener product. Greasy products such as creams or oils are not applied until nail polish is complete, especially if a gel polish or building nail extensions of any kind is being applied.

In the Russian manicure, also called hardware manicure, the process is the same than the dry manicure, but with a more precise and meticulous treatment of the cuticles. It consists of the use of a lathe with four different and specific cutters, filing both the free edge of the nail and the surface of the sheet and the removal of the cuticle and skins from the periungual edges.

The objective is to prepare the nail so that the adherence of both the enameling and the application of different products for nail extensions is perfect and more durable.

Cuticle treatment:

1. The cuticle of the nail bed is slightly lifted with the help of fine-grained conical burs. The cuticle that accumulates in the nail fold is worked with a diamond-tipped bur with a pointed shape.
2. The nail bed is carefully cleaned of cuticle remains and dead skin to prevent enamel detachment.
3. Finally, the skin around the nail is polished with super-fine grain strawberries, smoothing out the irregularities.

Precautions.

- If there is excess cuticle, a cuticle softener product can be used and with the pusher, slide the cuticle back.
- If necessary, the cuticle that the lathe has not been able to remove is cut with the help of scissors or cuticle cutters.

THE SEMI-PERMANENT MANICURE

It refers to the dry or Russian manicure, as a preliminary preparation and subsequent enameling with semi-permanent gel enamels. See step- by- step in the Handout “Manicure services”

THE HAND SAUNA MANICURE

This is an example of a hand sauna manicure that is done in some salons.

<https://www.youtube.com/watch?v=r6iD9jizErU>

THE SPA MANICURE

This is an example of a spa manicure that is done in some salons.

<https://www.youtube.com/watch?v=f6DNByuheFM>

“MANICURE SERVICES“

ANALYSIS HAND AND NAIL MORPHOLOGY

Determine the morphology of hands and nails by observation. In addition, recognise if there are any alterations of the skin and nails that prevent or limit the application of the treatment.



HAND AND NAIL MORPHOLOGY

- Each hand shape favours a type of nails:
 - Hand with short fingers: oval or almond-shaped nails. Slightly almond-shaped nails visually lengthen the hands. It is important that they are not excessively long, or the nails would become unbalanced in relation to the fingers.



Oval nails



Almond nails

- Thick-fingered hand: round nails to almond-shaped nails. Following the natural shape of the finger and slightly almond-shaped. It is therefore possible to optically slim thicker hands.



Round nails



Almond nails

- Thin-fingered hand: square nails. A straight, slightly square shape that barely exceeds the fingertips by a millimetre. This enhances the slender appearance of the hand.



The square shape looks better in flat nails.



The rounded nail looks better in curved nails.



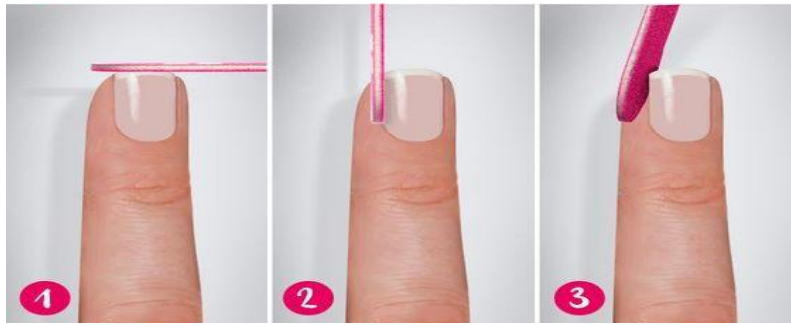
2. The customer decides on the shape and size of the nails after the analysis, taking into account the advice of the beautician.



This is the moment to select the colour of the enamel or the decorations that the customer wishes to make according to the catalogue. The changes and choices are noted on the customer's card.

FILING AND SHAPING THE NAILS





1. Filing is done by keeping the file perpendicular to the free edge, never at an angle, as this will cause excessive chipping and thinning of the nail.
2. The direction of filing will be from the sides to the centre.
3. Finish by running the file over and under the free edge with small touches to smooth while going over the edge with the thumb to observe and feel the texture.

CUTICLE TREATMENT

The cuticle softening cosmetic is applied to the periungual edge by briefly massaging the area with the tips of the thumbs in a circular motion.



1. The nails are placed in the "wet finger" basin, previously prepared with lukewarm water and a little neutral antiseptic soap, for a maximum of 5 min.



2. With the metal pusher, the support foot or the orange stick we peel off and push back the cuticle, removing the skins from the periphery of the nail plate without pressing or scratching.



3. The direction is ascending from the sides upwards, towards the root of the nail.

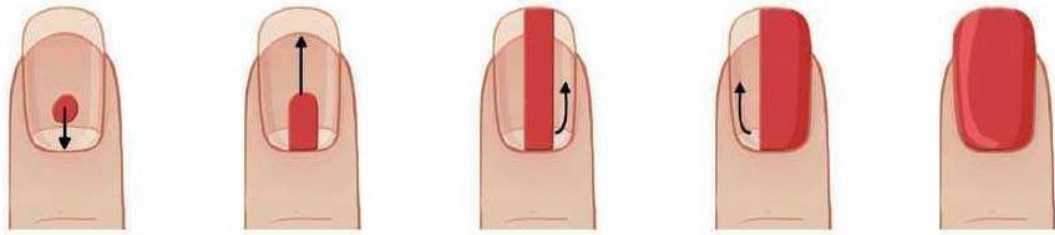


If it is necessary to remove some small skins or excess skin from the cuticle, use cuticle nippers or manicure scissors.



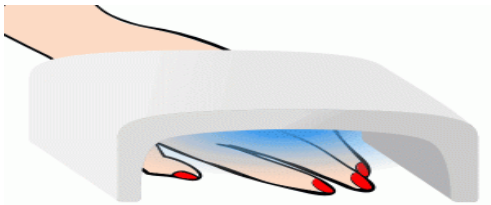
NAIL POLISH. PROCESS STEPS



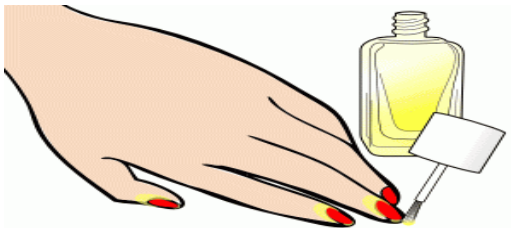


Finishing with cuticle oil

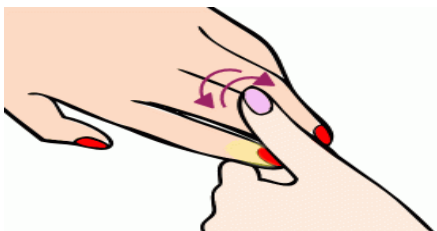
1. Pre-check. First, start with the nails. Make sure that the nail polish is completely dry before you start. In the case of semi-permanent polishes, the drying is very fast using UV lamps.



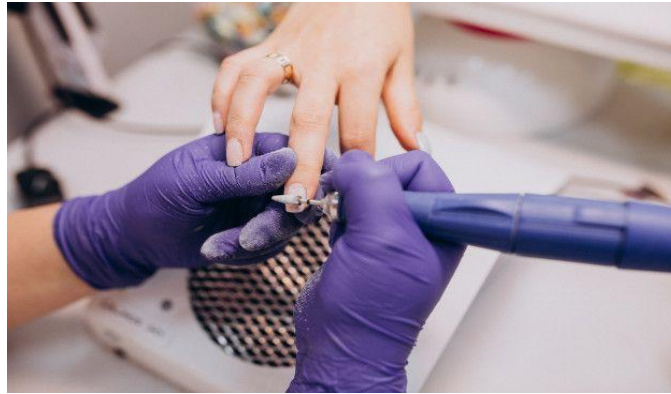
2. Nail oil. Use the brush to apply a little nail oil to the cuticle and under the nail. These oils help to strengthen the nail and also often have pleasant scents.



3. Spread the oil. With one finger, spread the oil all over the cuticle in circles. Repeat with all fingers.



Russian manicure: Dry and with lathe.



Nail preparation process with lathe



Semi-permanent manicure

https://www.youtube.com/watch?v=L6cjykZyCI&feature=emb_title



1. Trim and shape the nails.



2. Push the cuticles back.



3. Cut the dead skin.



4. Gently buff off the surface.



5. Clean the nails with gel cleanser or remover.



6. Ensure you nails are completely clean and oil-free (IMPORTANT).



7. Apply a thin nail primer, waiting for 30 secs/1min.



8. Apply a thin base coat.



9. Cure with a UV/LED light. Cure times vary per lighting system.



10. Apply a thin color coat.



11. Cure with a UV/LED light.



12. Apply a second color coat.



13. Cure with a UV/LED light.



14. Apply a thin No Wipe Top Coat.



15. Cure with a UV/LED light.



16. Enjoy your manicure.

Semi-permanent nail polish removal

How to use



1. Saturate pad with nail polish remover



2. Place pad directly on nail bed. Press down to ensure pad covers the entire nail bed.



3. Tightly wrap foil around finger or toe and fold the top underneath



4. Leave on nail about 10-12 minutes



5. Pull foil off away from finger or toe pressing pad against nail bed to remove any stubborn residue.



6. Clean the finger or toe.

Semi-permanent nail polish removal



1. will nail polish remover Pour in The resurrection of cotton on



2. Use a piece of foil to put your finger wrapped tightly



3. Wait 10-15 minutes and push with steel Turned down can be



4. OK



Considerations to take into account

- Prepare the cuticles: Ideally, create a protective layer with vaseline around the nail to prevent the acetone from coming into contact with the cuticles and the skin around the nail and causing any damage.
- Moisturise the nails well: After the whole process, the nails will be sensitive and it is therefore necessary to use a nourishing oil and a moisturising cream. Keep in mind that pure acetone is very aggressive for the skin.
- Do not remove nail polish. You may be tempted to tear off the polish layer of a half-broken nail. This practice damages the natural nail by lifting the top layers that protect it along with the polish. It is preferable to use tweezers or a file to remove the excess or to remove the entire nail with pure acetone.

Solution “Male manicure process”

1. **Observation of the state of the nails and the skin of the hands.** Check that there is no alteration and write down the observations found in the customer file.
2. **Analysis of the morphology of the hands and nails.** Observe the shape of the hands and the situation of the nails and decide with the customer the shape and size of the nails.
3. **Cut and file.** Start from the little finger to the thumb. To file the free edge of the nail, use a specific natural nail file (150-180 grains). If the size of the nail is too long compared to the desired size, it is preferable to cut the nails with a nail clipper, making three clean cuts: First on one side of the nail, then the other and finally the central part, leaving at least , about 3 mm in length to protect the finger. It is finished with the file giving the desired shape. On the male manicure cut with a square shape and short length and file towards the free edge, keeping the square shape.

The filing is done by keeping the file perpendicular to the free edge, never inclined, since the nail splinters and thins excessively. The direction of filing will be from the sides to the center. We will finish by passing the file over and under the free edge with small touches to soften while we pass with the thumb along the edge to observe and feel the soft texture that remains.

4. **Treatment of the cuticle:** Remove cuticles and remove unsightly hangnails that usually appear due to an excess of dryness. Avoid using pliers as much as possible. The lathe can also be used to smooth the contour of the periungual folds.
5. **Application of hand massage.** Apply a fast absorption hand and nail cream to perform the massage movements (according to the hand massage protocol) first on one hand and then on the other one.
6. **Stain removal or nail whitening.** The nail whitening cosmetic is applied with the help of a brush or with one end of the orange stick wrapped in cotton. Rub the surface of the sheet and the free edge to remove the yellow spots.
7. **Polishing.** Polish both the free edge and the nail plate, since the nail does not wear makeup.

The three-sided polishing file will be used. The sheet should be worked in one direction only to eliminate grooves, first around the cuticular lateral contours, center and free edge. The three textures are used, starting with the coarsest grain and ending with the softest, which is the one that provides the shine. Sometimes, a protein base can be applied or to avoid nail biting.

Men also often get hot paraffin treatments and spa treatments to improve skin condition and well-being.

Title of the material/activity	6. Case study “Selecting nail decoration”
Presentation / Description of the activity steps	<p>This activity helps learners to acquire skills when advising on nail decoration and selecting the most appropriate colours and forms matching to the hand and nails characteristics.</p> <p>The process will be carried out in three phases:</p> <p>Step 1: Conducting internet search for different decoration designs and nail fantasies that must be proposed for each of the following cases (by the learner).</p> <p>Step 2: Creating a Word document with at least three proposal decorations for each situation (by the learner).</p> <p>Step 3: Assessing the proposal (by the trainer).</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • PC/tablet • Internet connection
Time needed	<p>Duration for the first and second phase: 1 hour</p> <p>For the third phase: 15 min</p>
Attachments	<p>“Nail decoration”</p> <p>Exercise „Selecting nail decoration“</p>
Solution of the activity	

“NAIL DECORATION“

Previous considerations.

- The nail and cuticles must be free of moisture and oil. The grease prevents the enamel from adhering to the nail and the humidity favors the appearance of fungus and, as a consequence, will make our work fail.
- Clean each nail by impregnating a pad with a water-free degreasing product that will remove all traces of dust and grease generated during the manicure process.

Cosmetics and accessories for makeup and nail decoration.

For nail polish	For artistic decorations	For effect decorations	For embossed decorations
<p>Traditional enamels (air dried):</p> <ul style="list-style-type: none"> • For the base: hardener, bleach, anti-stretch mark. • For makeup: enamels with a variety of colors and fancy colors. • Finisher or top coat. Semi-permanent enamels (dried with UV or LED lamp). • For the preparation of the nail: Primer or bonder without acid, dehydrator. • Semi-permanent base. • Semi-permanent enamels. • Semi-permanent top coat. • Gel cleaner or cleaner. 	<ul style="list-style-type: none"> • Peel-off base. • Acrylic paintings. • Purpurin. • Gel painting. • Enamels for stamping. • Paints for airbrush. • Glitter. • Ribbons. • Piercing. • Stickers. • Stones, swarovski crystals or jewel-like accessories. • Glue. • Awl or burin. • Nail-Art Brushes: For fine details; for gradients; for the one stroke technique. 	<ul style="list-style-type: none"> • Mirror effect powders. • Velvet. • Caviar. • Transfer foil. • Magnetic enamel and magnets with different serigraphs. • Enamel for crackle. • Dipping powders 	<ul style="list-style-type: none"> • Construction acrylic. • Building gel. • 3D gel, plastigel or plasticine.

Brushes and decorative materials



Brushes for 3D designs



Awl or burin



Blending sponges

NAIL DECORATIONS STEP BY STEP TECHNIQUES

1. Gradient technique:

Materials: fine touch sponges, metallic embosser, orange sticks, cuticle cutters.

Cosmetics: Base and color enamels, top coat.

1. Disinfection of the professional's and customer's hands, cutting and filing nails, embossing and removing cuticles.
2. Polish the nail plate to remove debris and grease from the nails.
3. Apply desired color to the nail plate and allow it to dry well.
4. Apply the desired enamel on the sponge, combining the colors so that the darkest one is on the free edge of the nail plate.
5. Sponge adheres to the nail plate for a few seconds, let it dry well and apply a top coat, let it dry and then apply cuticle oil.



2. Gradient technique combined with animal skin, enamels or acrylic paints are used applying the corresponding technique.

Metal embossing materials, orange sticks, files, polisher, burin or punch cuticle cutter pliers, cellulose squares, brushes.

Cosmetics: Base and colored enamels, top coat, acrylic paints of different colors.

1. Disinfection of the professional's and customer's hands, cutting and filing nails, embossing and removing cuticles.
2. Polish the nail plate to remove debris and grease from the nails.
3. Apply desired color to the nail plate and allow it to dry well.
4. Apply the desired enamel on the sponge, combining the colors so that the darkest one is on the free edge of the nail plate.

- Adheres the sponge to the nail plate for a few seconds, let it dry well and then with a fine brush the design is made simulating animal skin, let it dry well and apply a top coat, let it dry and then apply oil to cuticles with a gentle massage.



3. Bas-relief technique the motifs protrude very little on the nail plate:

Metal embossing materials, orange sticks, files, polisher, burin or punch cuticle cutters, cellulose squares.

Cosmetics: Nail polish remover without acetone, disinfectant, base and color nail polish, top coat, cuticle oil, acrylic paints of different shades.

- Disinfection of the professional's and customer's hands, cutting and filing nails, embossing and removing cuticles.
- Polish the nail plate to remove debris and grease from the nails.

Apply the base enamel, let it dry, apply the colored enamel making a French design, let it dry, a drop of enamel is placed and before it dries, the brush or awl slides creating the design, let it dry and then apply a top coat or finisher let dry, apply cuticle oil with a gentle massage.



4. Technique with burin or punch and classic enamels.

Metal embossing materials, orange sticks, files, burin or punch cuticle cutter pliers, cellulose squares. Cosmetics: Nail polish remover without acetone, disinfectant, base and color nail polish, top coat, cuticle oil.

1. Disinfection of the professional's and customer's hands, cutting and filing nails, embossing and removing cuticles.
2. Polish the nail plate to remove debris and grease from the nails.
3. Apply the base enamel, let it dry, apply the colored enamel, let it dry, impregnate the awl or burin with the enamel and apply it to the nail plate following the chosen design, let it dry and then apply a top coat or finisher, let it dry.
4. Apply cuticle oil with a gentle massage.



5. Technique with water-based acrylic paints.

Materials: LED or UV lamp, files, polisher, embosser, orange sticks, small cellulose, brushes of different size shapes, burin or awl. Cosmetics: Bonder, semi-permanent enamels of different colors, glitter, top coat finish solution, product to clean the inhibitory layer, cuticle oil, acrylic paints of different colors to water.

1. Disinfection of the professional's and customer's hands, cutting and filing nails, embossing and removing cuticles.
2. Polish the nail plate to remove debris and grease from the nails.
3. Apply the semi-permanent enamel of the desired color, cure in a lamp, LED 60 seconds or UV 3 minutes, remove the inhibitor layer with a cellulose square impregnated with the cleaned product, then gently polish the enamel for better adherence of the acrylic paint
4. Then, with a fine brush, make the design and with a square or beveled flat brush, apply the paint to the largest surface of the design, let it dry, apply a top coat, and cure in a lamp. Clean the inhibitory layer if necessary and apply cuticle oil with a gentle massage.

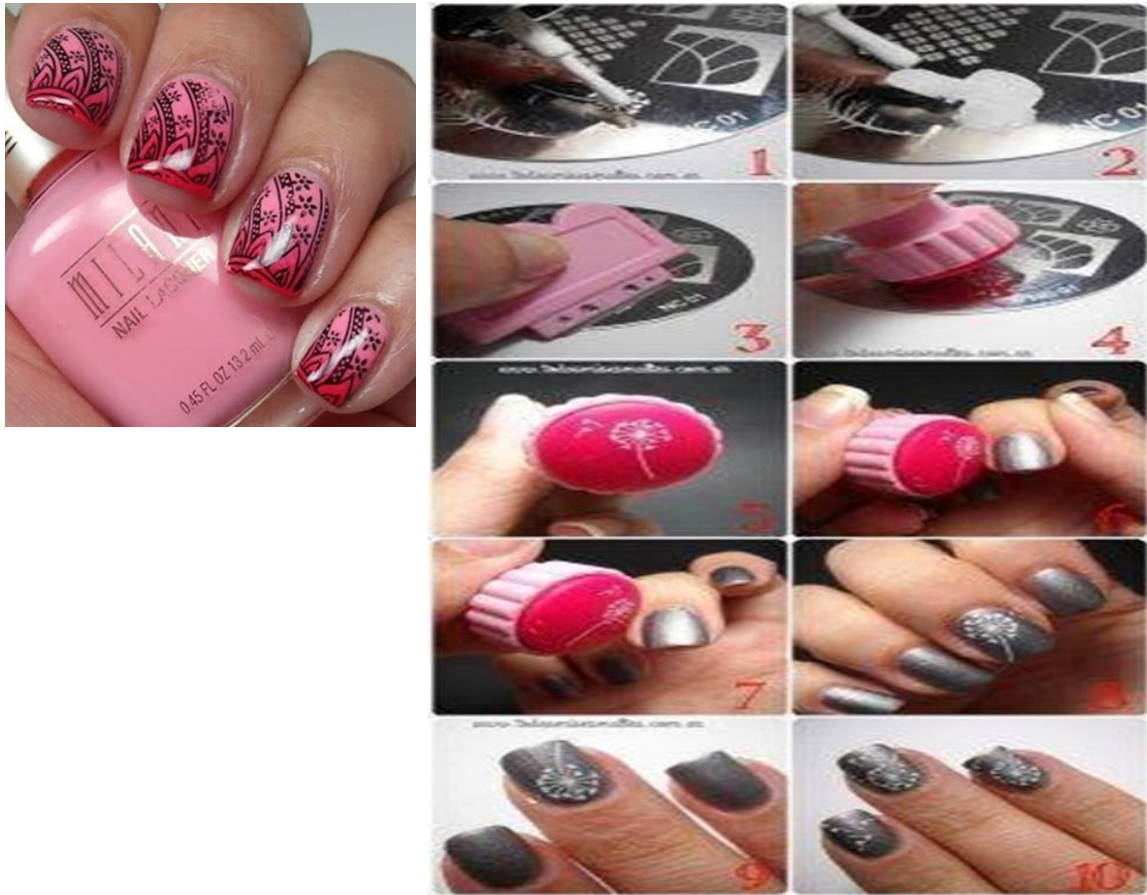


6. Stamping technique

Materials: Metal embossing materials, orange sticks, files, cuticle cutters. It requires an exclusive kit consisting of plates with engravings of different motifs, a stopper, a small spatula and colored enamels. For the stamping to be precise, the enamel should be viscous. It is very important to respect the drying between layers.

Cosmetics: Nail polish remover without acetone, disinfectant, base and color nail polish, top coat, cuticle oil.

1. Disinfection of the professional and customer's hands, cutting and filing nails, embossing and removing cuticles.
2. Polish the nail plate to remove debris and grease from the nails.
3. Technique: protect the nail with a base and apply the color nail polish you want. Impregnate the engraving of the plate with enamel of the chosen color, pass the spatula, removing the excess product. With the cap, the drawing is pressed and transferred to the nail, controlling its position. Let it dry, apply a top coat, let it dry, apply oil to the cuticles with a gentle massage.



7. Encapsulated in nails with acrylic

Technique with water-based acrylic paints.

Materials: LED or UV lamp, molds, files, polisher, metal embosser, orange sticks, small cellulose, brushes of different sizes, burin or awl.

Cosmetics: primer, polymers, monomer, glitter, top coat, transparent gel, finish solution, product to clean the inhibiting layer, cuticle oil, Painting glitter glitter gel.

1. After building the nail in acrylic and file it with the desired shape.
2. Next, apply a line of glitter in the area of the French or what we choose to decorate and that separates the color, in another color we cure in a lamp. Outline the French one with black.
3. On the glitter, draw with the brush large petals with gel Painting of one tone, obtained with the mixture that we choose for the decoration, it can be two tones. Cure it in a lamp.
4. On the sides of the flowers and inside we draw very fine lines with dark color to delimit the shapes, also to give the flowers more depth and movement we cure in a lamp.
5. Finally, Apply one or two layers of top coat, apply selected stones delimiting the French, cure in a lamp after the exposure time, clean the inhibitory layer, and then apply cuticle oil with a gentle massage.



8. Decoration with accessories and rhinestones:

Stones, also called rhinestones or strass, are one of the most common and traditional decorations in nail art. These are small glass stones imitating precious stones and diamonds. It can be in many colors or with a glass effect. It must be taken into account to harmonize with the structure and shape of the nails.

Materials: LED or UV lamp, molds, files, polisher, metal embosser, orange sticks, small cellulose, brushes of different sizes, burin or awl.

Cosmetics: specific glue to be used in this technique, primer, polymers, monomer, glitter, top coat, transparent gel, finish solution, product to clean the inhibitor layer, cuticle oil, Painting glitter gel, rhinestones of different sizes and colors.

1. After building the nail in acrylic and file it with the desired shape.
2. Make the chosen designs in gel Painting with a fine brush, cure in a lamp, apply an opaque or transparent top coat, cure in a lamp.
3. Place glue and apply the stones following the chosen design creating harmony between the shape and structure of the nails.



9. 3D technique with acrylics

Materials: LED or UV lamp, molds, files, polisher, metal embosser, orange sticks, small cellulose, specific brush for this technique.

Cosmetics: primer, polymers, monomer, top coat, finish solution, product to clean the inhibitory layer, cuticle oil.

1. After building the nail in acrylic and filing it with the desired shape, polish and apply a top coat, cure in a lamp, and remove the inhibition layer if necessary.

Step 1: Take an acrylic pearl and place it on the nail, then, pressing on the inside, give it an oval shape. The tips are extended a bit until they become peaks.

Step 2: Before the petal dries, spread a small pinch (on the outside of the petal), without pressing too hard with the brush so as not to crush the edge. Depending on how we make this petal, we can turn it into a leaf. For example, by using a green acrylic to build these petals, we can (with the fairly dry brush) make small transverse slits to give them a leaf shape. To give it more realism, we can introduce the tip of the brush under the leaf or petal and lift the material a little to give it shape so that it is raised, as if it were in the air (this is optional).

Step 3: Repeat step 2 two more times. Generally, the petals are usually made in an odd number to facilitate the asymmetric placement so common in nature.

Step 4: Make a new acrylic pearl, but smaller than the first three to build the inner petals of our flower. Crush the central part, as we have done with the previous petals and again we extend the peak of the edge, which we must take care that it is between the petals below (at the junction of both). In these petals, it is advisable to raise a little with the tip of the brush in the intermediate area between the peak and the outer curvature.

Step 5: Repeat the previous step with two more petals, trying to keep the proportions.

Step 6: In this step, make a single, very small petal, so we have to pay more attention to the amount of acrylic we prepare and its humidity, since if we exceed either of these two aspects, we can spoil the design.

Step 7: Finally, take another acrylic pearl and place it in the center of the flower. This should also be quite dry, like the previous one. We will make a small hole in the middle with the tip of the brush and give it a rounded shape. It is about closing in the center, like natural flowers, so the circle that we will make in the center cannot be very wide.



A whole world of possibilities for nail art

Creativity is infinite and amazing. If you think you are not creative, there are many professionals willing to teach you how to achieve it. It is a good way to start. Here are some tutorials to help you improve your creativity and technique.

[Nail Art Designs 2020 | Best Nail Art Compilation – YouTube](#)

[100 EASY nail ideas! | HUGE nail art compilation - YouTube](#)

[Cute Nail Art Design 2021 ❤️👍! Compilation | Simple Nails Art Ideas
Compilation #589 - YouTube](#)

[New Nails Art 2021 🍷👍! 16 Best Nails Art Ideas & Designs 2021 | Compilation Plus - YouTube](#)

[New Nails Art 2021 🍷👍! 15 Easy Nail Art & Fabulous Nails Designs 2021 |
Compilation Plus - YouTube](#)

[Nail Art Designs | The Best Nail Art Designs Compilation - YouTube](#)

[Easy Nail Art Designs for Beginners | Best Nail Art Tutorials - YouTube](#)

[Sweater Nails | 3D Cable Knit Sweater Nail Art | Effetto Maglione | Вязаный маникюр.Свитер | Winter
Nail Art - YouTube](#)

[Beautiful Nails 2019 🍷👍! The Best Nail Art Designs Compilation #25 - YouTube](#)

[French Manicure/Идеи Дизайна Ногтей - YouTube](#)

[Amazing Elegant Nail Art Designs 2021 | Best Nail Art Tutorials - YouTube](#)

[Идеи Дизайна Ногтей 🍷👍! Французский Маникюр - YouTube](#)

Exercise „Selecting nail decoration“

Setting up a proposal for a decorative manicure for the following customer in your beauty center, according to their characteristics:

- A 80 years old woman, modern and with a sports profile.
- A 21 years old young woman, shop assistant, modern and cheerful.
- A 40 years old woman, classic, massage therapist.
- A 16 years old young woman, student, super modern, rapper style.
- Bride for the day of her ceremony.
- A 21 years old man, avant-garde, works in the art world.
- A 27 years old young man for his birthday party. He wants something original and different.
- Middle-aged, caregiver of young children and happy..
- A woman who is a high-ranking politician going to an evening party.

Title of the material/activity	7. Practical task “Creating a satisfaction survey”
Presentation / Description of the activity steps	<p>The aim of this activity is to improve the abilities of the learner to communicate clearly with the customer. The learner prepares a satisfaction survey in a digital form for customers who have used the beauty center’s services. The answers help to know the quality of the service and assess the aspects that have to be improved. ICT skills will improve with this activity. The satisfaction survey has to explore different aspects, such as: Information offered to the customer, Efficiency, Facilities, Furniture, Hygiene and prevention, Suitability of treatment, Organization, Personal image, Technical quality of service.</p> <p>For the execution: on Google</p> <p>Acceder a los Formularios (Access the forms)</p> <p>Conocer la interfaz (Know the interface)</p> <p>Añadir preguntas (Add questions)</p> <p>Añadir contenido multimedia (Add multimedia content)</p> <p>Enviar formularios (Submit forms)</p> <p>Ver las respuestas (See the answer)</p> <p>Personalizar y configurar (Customize and configure)</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● PC/tablet ● Internet connection ● Google account ● Google “forms” application.
Time needed	<p>Step 1: Review handout, tutorial for google form and example of survey form provided – 30 min</p> <p>Step 2: Performance of the activity from 2 to 3 hours.</p>
Attachments	<p>“Quality of service in aesthetic hand care”</p> <p>Tutorial in English How to use Google Forms – Tutorial for Beginners by #simpletivity Scott Friesen</p> <p>Example of Form https://forms.gle/aXWvo3a3tvqRox6t6</p>
Solution of the activity	<p>Solution “Creating a satisfaction survey” (example of a questionnaire)</p>

“QUALITY OF SERVICE IN AESTHETIC HAND CARE“

The quality of the service provided is not only the optimum result of the work carried out, but also the attention perceived by the customer and the good image we are able to project.

Quality in the implementation and sale of services

Information and professional ethics to advise and recommend rigorously is the first step that the customer requires in a manicure or hand beauty treatment. This, together with good professional practice, are basic ingredients to achieve the objective: customer satisfaction and loyalty.



Quality in product sales

For a quality sale and customer loyalty we will take into account:

- Honesty: offer non-discriminatory products that are really necessary.
- Value the product at its fair price; without overvaluing it or depreciating it from its recommended price.
- Ethics: Describe the effects of the product without lying or misleading the customer



Parameters defining the quality of services

Effectiveness: achieved through the delivery of short- and long-term results.

Facilities: should be welcoming, clean and safe.

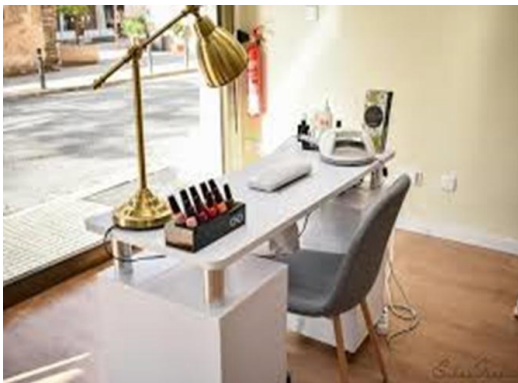
- Furnishings: must be adaptable, suitable and comfortable.
- Hygiene and prevention: these are the key elements in the quality of the service.
- Adequacy of treatment: each treatment must be personalised and tailored to the needs and requirements of the customer.
- Organisation: this refers to work planning. Agenda and stock control and timetable control of services.
- Personal image: this refers to external appearance as well as attitude and behaviour.
- Technical quality of the service: work equipment must be in perfect condition, clean, disinfected and sterilised.

- The products must be in optimal conditions of packaging and labelling, controlling the expiry date.
- The treatment protocol must be well stipulated, with well-controlled steps and working times.

Image as a service quality factor

The facilities

- The physical appearance of the company: lighting, temperature, cleanliness and order, furniture, as well as merchandising, the objectives of which are to attract attention, bring the customer closer to the product and facilitate the purchasing action.
- The professional atmosphere: aspects such as customer service and treatment, professionalism, efficiency, organisation and collaboration between the people who make up the company stand out.



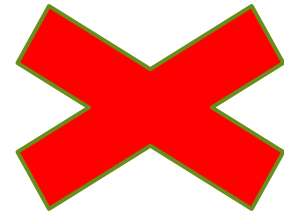
The professionals

- Appearance or image of the professional dealing with customers.
- Attitude: willingness, friendliness, dynamism and enthusiasm.
- The values that guarantee the solidity of the company: honesty, credibility and trust.



Negative attitudes that should not be shown in front of a customer

- Bad manners or disagreements.
- Criticising or making negative comments about the company, colleagues or other customers.
- Arguing with other colleagues
- Yawning, showing tiredness or laziness.
- Reception and customer service



Communication with the customer is the first step in reception. It must be welcoming so that the customer feels comfortable, and special attention must be paid to both verbal and non-verbal communication. Non-verbal communication is that which is expressed through the image we offer, both the company and ourselves, as well as the tone and gestures that accompany the language we use.



We must pay special attention to aspects such as:

- Gesturing appropriately, whether the person is tense or relaxed (non-verbal behaviour).
- Listening to what the customer wants, the expectation about the service he/she is going to receive. Inform the customer in a precise and personalised way, creating a climate of confidence, security and hope.
- Ask brief questions that provide more information, show interest and empathy for the customer.

Typology of customers

- Shy, their characteristic is that they are reserved, insecure, prefer to listen. In a face-to-face context, try to give them confidence and help.
- Talkative, they are communicative, open, impulsive. During treatment, try to be friendly and open, brief and polite.
- Excitable, they are fussy, demanding, insulting and aggressive. During treatment, keep calm and listen.
- Unreasonable, negative, always thinking they are right, not objective. In a face-to-face context, keep calm, reach agreements and present arguments.
- Sceptical, very suspicious, questioning everything, blunt and critical. During the service, act with sincerity and patience and give assurances.
- Silent, straight to the point, not very diplomatic. In politeness and brevity, we take the reins.
- Presumptuous, proud, conceited, thinks he knows everything. During the service, try not to compete with them, act with humility and kindness.

Customer satisfaction

Satisfying customer needs is the main objective of every professional and the most important element of quality management.

It is essential to define the concept of customer satisfaction for each company and for each service, developing measurement systems and creating models of immediate response to possible dissatisfaction.

A satisfied customer is the basis of a professional's success. Adding added value to the product or service can increase customer satisfaction and customer loyalty.

A satisfied customer is a loyal customer. Therefore, they will continue to demand our products and services, and will influence the attraction of new customers.



Loyalty techniques

These techniques allow us to obtain greater customer loyalty. New technologies are effective tools to complement traditional loyalty techniques, based on good communication and understanding with the customer. Among the most commonly used loyalty techniques are:

- Sending offers and news about our products / services.
- Information and marketing campaigns.
- Sending details, congratulations, etc.



It is about obtaining and making the most of all the information we can gather about our customers: their opinions, wishes and expectations in order to be able to offer them products and services in a satisfactory way

Evaluation

The best evaluation is one that allows us to obtain information to be able to assess the results objectively, draw conclusions and make decisions.

Questionnaires are used to evaluate aspects such as: quality of service, waiting time, price, customer service, etc.

They are not always 100% reliable, so we must supplement this information with additional information: that obtained verbally and directly, by periodically asking customers.



Deviations in service delivery

It is inevitable that our work will sometimes fail, which can lead to deviations in the expected results. Therefore, it is essential that we have a series of guidelines that can help us to correct and solve these cases, always in search of customer satisfaction.

In order to identify these deviations, we must establish the different stages through which the customer goes through to receive the service. We will make an analysis of the factors that may fail and thus avoid possible deviations from the expected result.

Guidelines to take into account:

- Solve the problem before the customer leaves the beauty salon.
- Try to solve the problem and not ignore it.
- When a professional makes a mistake, along with an apology, offer a satisfactory solution for the customer.
- Treat the customer with tact, reasoning courteously and with kindness. Do not drastically contradict the customer's arguments, avoiding conflicts and trying to resolve them discreetly so that they do not become known to other customers.
- Keep complaint forms at their disposal, in case they request them

The customer is always right. How do you deal with a customer complaint?

- Be polite and friendly. Apologise, always acting calmly.
- Go directly to the nature of the problem, avoid conflicts or arguments.
- Be discreet.
Determine the error and suggest a solution: Don't charge, give a discount and offer a free service.
- It is our obligation to have complaint forms and to inform our customers of their existence, with a visible sign indicating this.
- Have liability insurance for cases where we are asked for compensation.
- Try to find a satisfactory solution for the customer.

Solution “Creating a satisfaction survey”

Example of a questionnaire

<p style="text-align: center;">Your opinion is very important to us</p> <p style="text-align: center;">Please, take little time to fill in this short questionnaire.</p> <p style="text-align: center;">It will help us improve our services</p>						
Professional who has attended you (optional):		Fecha:				
Is it the first time you visit our beauty salon?		YES / NO				
Indicate your evaluation, taking into account that: 1 is the lowest evaluation and 5 is the highest.		1	2	3	4	5
1	Protective measures used by staff and customers comply with Covid-19 sanitary measures.					
2	The work area, the furniture, the decoration and the atmosphere are satisfactory for the service performed.					
3	The image of the staff is correctly professional. It inspires confidence.					
4	The waiting time and the service has been as expected.					
5	They have responded to all your proposals and demands.					
6	The attention has been cordial and efficient at all times.					
7	The final result has been totally satisfactory.					
8	The price with respect to the quality of the service is adequate.					
9	You would like to continue receiving our services and / or try new ones.					
10	I would recommend our services to other people, friends and family with the same trust that you have placed in us.					
Suggestions for improvement / observations:						
THANK YOU VERY MUCH FOR YOUR HELP						



**FOOT TREATMENT INCLUDING
PEDICURE AND NAIL DESIGN
[CARE AND BEAUTY RELATED TREATMENT]**



Co-funded by the
Erasmus+ Programme
of the European Union



3.3		FOOT TREATMENT INCLUDING PEDICURE AND NAIL DESIGN [CARE AND BEAUTY RELATED TREATMENT]	
Learning outcomes correspond to EQF			EQF 4
Learning outcome: He/she is able to provide foot treatment including pedicure and nail design, choosing appropriate products and taking into account customer needs and wishes			Demonstration indicators
Knowledge	Skills	Responsibility and autonomy	
<i>S/he is able to</i>	<i>S/he is able to</i>	<i>S/he demonstrates proven ability to</i>	<i>Based on real work situations</i>
<ul style="list-style-type: none"> Identify the various types and techniques of foot and nail treatments, also in foreign language (English) Name basic hygiene rules (personal hygiene and hygiene at a working place) Recall various indications and contraindications to apply cosmetic procedures for foot and nail treatment List the procedure, incl. techniques and tools, used for foot and nail treatment Describe aesthetic techniques for the beauty of the nails (decoration of the nails) Distinguish types of treatments for various types of customers, incl. 	<ul style="list-style-type: none"> Prepare the working place for the treatment following hygiene and safety rules Apply cosmetic procedures for the feet and nails corresponding various indications and contraindications Apply basic aesthetic services (pedicure, incl. correction of the shape of the nail plate) according to procedure, both with manual and electromechanical instruments Apply various aesthetic techniques for the beauty of the nails (decoration of the nails) Select more environmentally-friendly alternatives to nail polishes and other 	<ul style="list-style-type: none"> On the basis of indications received, provide aesthetic services (pedicure) using different techniques and equipment, by observing the rules of hygiene and safety, the time of execution and adopting a friendly attitude towards the customer Assess the quality of the final result of the aesthetic care of feet informing and advising the customer on the necessary measures for the optimal maintenance of the results obtained 	<ul style="list-style-type: none"> S/he conducts foot skin and nail diagnosis, fills in a customer card and communicates the results to the customer, highlighting indications and contraindications for a foot treatment (incl. conditions subject to medical treatment) S/he informs the customer about costs of the foot treatment and its duration S/he informs and consults the customer about the steps and products for a pedicure (incl. nail design) in a professional and understandable manner S/he advises on the effects of the selected treatment for feet and nails S/he maintains own working area (i.e.

<p>pregnant women, seniors, cancer patients, people with intolerances etc.</p> <ul style="list-style-type: none"> Name more environmentally-friendly alternatives to most commonly used materials and tools List various digital tools, computer programmes to communicate with the customer and for other purposes 	<p>products</p> <ul style="list-style-type: none"> Employ various digital tools, computer programmes to communicate with the customer and for other purposes 		<p>use of light, mirror, utensils, equipment etc.) in line with hygiene and safety rules before, during and after the treatment</p> <ul style="list-style-type: none"> S/he carries out the service according to the wishes of the customer, taking into account safety and environmental guidelines S/he assesses the results of the foot treatment and application of nail polish as well as applies any touch ups if necessary S/he advices on daily foot and nail care and possible mistakes in daily care routines S/he uses various digital tools, computer programmes to communicate with the customer and for other purposes S/he suggest more environmentally-friendly alternatives to nail polishes and other products
<p>Assessment tools</p>	<ul style="list-style-type: none"> Observation Demonstration Case study Test 		

3.3 Foot treatment including pedicure and nail design [Care and Beauty Related Treatment]

List of materials / activities

1. Case study “Services related to foot treatments”
2. Practical task “Hygiene at a working place”
3. Role-play, written exercise “Filling in a customer card”
4. Written exercise “Problems in carrying out the treatment”
5. Video analysis, demonstration “Cosmetician and customer discussing about foot treatment”
6. Practical task “Toe nail and foot skin problems”
7. Written exercise “Steps of a pedicure”
8. Demonstration “Toenail art”
9. Practical task “Applying gel polish”
10. Written exercise “Environmentally-friendly nail polishes”
11. Simulation “Advising a customer on home treatments”
12. Written exercise “Pedicure for customers with special needs”
13. Written exercise “Green nail salon”

Objective of the unit

After completing this unit you will be able to provide foot treatments performing all the procedures in an established order, taking into account identified wishes needs of the customer.

Transversal Skills covered

- Customer service and communication
- Management and supporting processes
- Time management
- ICT skills
- Foreign languages
- Green skills

Hygiene and Safety skills covered

- Basic knowledge of hygiene and safety
- Equipment and tools in the wellness sector
- Disinfection of equipment and furniture, sterilisation etc.

Typology of materials/resources

- | | |
|--|--|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> video analysis <input checked="" type="checkbox"/> simulation <input checked="" type="checkbox"/> demonstration <input checked="" type="checkbox"/> practical task <input checked="" type="checkbox"/> role play | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> case study <input type="checkbox"/> Job shadowing <input checked="" type="checkbox"/> dialogues <input checked="" type="checkbox"/> written exercise <input type="checkbox"/> Other: _____ |
|--|--|

Title of the material/activity	1. Case Study “Services related to foot treatments”
Presentation / Description of the activity steps	<p>The activity focuses on acquiring an overview of different kinds of foot-related treatments. It can also help to assess the learner’s proficiency level of the English level if the answers are provided in English.</p> <p>Step 1: Reading the case study scenario.</p> <p>Step 2: (Individually) listing different activities that could be offered by the salon (at least 5).</p> <p>Step 3: Discussing the activities found and providing explanations for each of them (orally).</p> <p>Step 4: Researching online about trends related to foot care treatments and discussing findings with other learners.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Case study • Internet connection in case of researching • Paper notes and pencil for the learners
Time needed	1 hour
Attachments	Case study “Services related to foot treatments”
Solution of the activity	List of foot care related treatments with explanations

Solution “Services related to foot treatments”

1. Cosmetic foot care treatments¹:

- skin and nail assessment, assessment form
- professional cutting and modelling of toenails
- remove nail thickenings that are not caused by diseases
- clean the nail fold
- remove calluses
- remove corns without bleeding
- carry out preventive measures of nail mycoses
- perform a preventive foot massage
- prepare a care plan for home care of the feet by the customer
- removing and applying nail polish

¹ Das Kosmetikbuch Lernfeld 8, p. 166, Verlag Handwerk und Technik GmbH, 2016, ISBN 978-3-582-03924-8

Title of the material/activity	2. Practical task “Hygiene at a working place”
Presentation / Description of the activity steps	This activity aims to evaluate a learner’s knowledge of hygiene and safety rules to be followed before and after the treatment. Step 1: Receiving the task. Step 2: Describing the main hygiene and safety rules orally. If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: none
Time needed	20 min
Attachments	
Solution of the activity	Solution “Hygiene at a working place”

Solution “Hygiene at a working place”

All the rules can be divided into personal hygiene rules and ensuring hygiene and safety at the working place.

Personal hygiene rules include:

- Remove all rings, bracelets and watches.
- Tie hair together, also tuck away the pony if it’s too long.
- Put on a hair cap.
- Put on safety goggles when using a wet technique device.
- Put on a smock, it should be washed and ironed of course.
- Put on a mask, it must cover the nose and mouth.
- Wash hands thoroughly with soap and warm water.
- Disinfect hands, rub about 3 ml of hand disinfectant all over (also on the nails, thumb, between fingers) for at least 30 seconds.
- Put on gloves.

Safety at the working place

A workplace is properly prepared if nothing is missing during treatment and the beautician treating the customer does not have to leave the place.

The main hygiene rule reads that all ll surfaces and instruments are disinfected, cleaned and, if necessary, sterilised.

All the needed instruments, milling tools and supporting materials are placed in a side trolley, fresh towels are available. The surfaces of the trolley are covered with cloths. Also, depending on the type of procedure, care products should be available – such as nail oil, nail cream, peeling or massage cream.

If application of nail polish is planned, isopropyl alcohol 70%, nail polish remover, base coat and the desired nail polish must also be available.

At the washbasin, a foot tub, a sufficiently large waste bag (around 50 L) and a suitable bath essence are should be prepared. If necessary, a ridge filler for the nails and the appropriate equipment for toenail modelling should also be available.

When the customer is seated at the treatment table, the first thing to do is to disinfect their feet.

After the procedure, the beautician keep their gloves on and carry out the following steps:

- Disinfect all working surfaces (on a trolley, working table, chair).
- Wash the cloths at 90°C.
- Clean and disinfect the waste bin, footbath and the sink.
- Keep all the instruments for 15 in a disinfection bath with 4%-solution (depending on the type of the product), clean them mechanically, rinse them off, dry and sterilise if needed.
- Take off the gloves. Disinfect and wash the hands.
- At the end of the day, disinfect and wash the floor.

Title of the material/activity	3. Role-play, written exercise “Filling in a customer card”
Presentation / Description of the activity steps	<p>This exercise aims to check a learner’s ability to perform visual inspection of a customer’s feet and fill in a customer card. It has to be carried out in pairs where learners take turns to inspect each other’s feet and fill in the customer’s card.</p> <p>Step 1: Inspection of customer’s feet by the learner playing the role of a beautician.</p> <p>Step 2: Filling in a customer card by the learner playing the role of a beautician.</p> <p>Step 3: Switching roles.</p> <p>Step 4: Inspection of customer’s feet by the learner playing the role of a beautician.</p> <p>Step 5: Filling in a customer card by the learner playing the role of a beautician.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> ● Exercise template ● Pencil
Time needed	30 min
Attachments	Exercise “Filling in a customer card”
Solution of the activity	

Exercise “Filling in a customer card”

This exercise is to be completed in pairs. Take turns to inspect each other’s feet and fill in the customer card:

General information			
Name, Surname			
Address			
Phone number			
Date of birth			
Occupation			
Wishes of the customer			
Medical background			
Changes in skin and nails	Evaluation of toenails and feet		
	Left foot	Right foot	Date / Current state
Nail thickened or deformed			
Nail mycosis			
Horned nail fold			
Ingrown/curled nail			
Strongly injured nail			
Other changes			
Callused skin			
Clavus			
Cracks			
Verruca			
Skin mycosis			
Foot and toe deformations	Left foot	Right foot	Date / Current state
Pes valgus			
Low arch foot			
Splay foot			
Flat foot			
Hallux valgus			
Digitus superductus			
Hammer toes			
Toe drop			
Overall condition of toenails			
Overall condition of skin			
Required treatments:			
Recommendation/sale:			

Title of the material/activity	4. Written exercise “Problems in carrying out the treatment”
Presentation / Description of the activity steps	<p>This activity focuses on reacting to a non-standard situation. The learners are required to respond politely to a customer while taking into consideration phrases for written communication. The aim is to not endanger the relationship with the customer. By writing the email online and sending it, the learners also improve their digital competences. It can also help to assess the learner’s proficiency level of the English level if the answers are provided in English.</p> <p>Step 1: Reading the case study and the email. Step 2: Brainstorming about how to react (group exercise) also referring to learners’ own experiences in similar situations. Step 3: (Individually) preparing a written answer taking into consideration the formal aspects (using the template). Step 4: Reading written answers in a group. Step 5: Improving digital skills by writing emails on computers/tablets/phones and sending them to fellow learners/the trainer.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● Case study with e-mail ● Template for the empty email ● Internet connection, email accounts ● Paper notes and pencil for the learners
Time needed	30 min
Attachments	Exercise “Problems in carrying out the treatment” (e-mail) E-mail template
Solution of the activity	Solution “Problems in carrying out the treatment” (suggestion for a possible answer e-mail)

Exercise “Problems in carrying out the treatment”

1. Read the following e-mail that you received shortly after the phone call with your customer who made an appointment for a comprehensive foot care treatment.

From:	mariameyer@samplemail.com
To:	salon@skillsforwellness.com
cc:	
Subject:	My appointment next week
<p>Dear Ms. Schneider,</p> <p>We just had a phone call and wanted to say thank you once again for the information provided on different foot care treatments.</p> <p>I'm really looking forward to my foot care treatment next week, on Thursday, 3:30 pm.</p> <p>I just wanted to inform you that I currently have a small open wound on my right foot. I hope that is no problem, it is really not that bad, I just need to take some medication and can probably remove the bandage next Sunday.</p> <p>See you on Thursday!</p> <p>Kind regards Maria Meyer</p>	

2. Discuss with the other learners and the trainer what you would suggest and why.
3. Write an e-mail to Ms Meyer trying not to endanger the relationship with the potential customer.

From:	
To:	
cc:	
Subject:	
SEND	

4. Compare your written answers in class.
5. Now write the email online and send it to your fellow learners or the trainer.

Solution “Problems in carrying out the treatment”

1. You need to politely inform the customer that it is not advisable to perform the treatment at the moment (as you are not allowed to do so) and advise her to see a professional podologist. Your answer could look like this:

From:	salon@skillsforwellness.com
To:	mariameyer@samplemail.com
cc:	
Subject:	RE: My appointment next week
<p>Dear Ms Meyer,</p> <p>Thank you very much for your kind e-mail.</p> <p>I am very sorry to hear about your injury. Unfortunately, I’m not sure whether it is possible to keep your appointment next week since we are legally not allowed to carry out foot treatments when there are open wounds.</p> <p>Just to be on the safe side, I would suggest you seeing a podologist. I could recommend Mr. Johnson, you can get in touch with him under: 0123 456 789 00.</p> <p>Maybe we can schedule another appointment for in months’ time, e.g. Thursday, xx.xx.2021, 3:30 pm for a pampering treatment?</p> <p>Please get in touch with me to discuss further details.</p> <p>Kind regards,</p> <p>...</p>	
SEND	

Title of the material/activity	5. Video analysis, demonstration “Cosmetician and customer discussing a foot treatment”
Presentation / Description of the activity steps	<p>This activity focuses on professional skills in combination with digital skills. The learners watch the video (without audio) and observe the procedure of a foot care treatment, while closely examining the customer’s and the cosmetician’s reactions. The learners describe how the relationship changes during the video and try to find possible reasons for this, while also discussing whether the customer’s reaction was justified.</p> <p>Step 1: Watching the video (without audio) (03:00 – 06:21). Step 2: Discussing what the learners have seen in the video. Step 3: Brainstorming – finding reasons for the reaction of the customer. Step 4: Working in groups of 3 people – writing a script for a possible voice over. Step 5: Recording of the voiceover. Step 6: Discussing in class about the voiceovers prepared. Step 7: Watching the original video with audio.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Video • Internet connection to access the video on YouTube • Audio recording device (e.g. smartphone) • Paper notes and pencil for the learners
Time needed	2 hours
Attachments	<p>Dialogue 5 Hand and foot care https://www.youtube.com/watch?v=QIHSQS2xBP8&list=PLfBtP54LkdxGUGiQCF-fnBfz7h-fag6Eq&index=19</p>
Solution of the activity	Solution “Cosmetician and customer discussing a foot treatment”

Solution “Cosmetician and customer discussing a foot treatment”

This is the written transcript of the video, however, several different solutions are possible.

Speakers:

Speaker B: Ms. Ward – Customer

Speaker C: Isabel – Beautician, nail expert

Speaker D: Angela – Manager, beautician

A Okay, all right. Well, before we go any further, if I could please ask you to remove your shoes and then I'll go and get the pedicure bowl.

B Sure.

A Oh... I'm afraid your toenails seem to be flaking and there is some discolouration as well. If you don't mind me asking – when you go for a swim, do you always thoroughly dry your feet?

B What do you mean?

C Well, it looks as if you might have a fungal toenail infection.

B Alright, no sorry, that's impossible! Are you sure?

C Oh it's nothing to worry about, no, as what I could do is, use a separate pair of clippers to clip around the affected area and then I will apply an antifungal paint. That way, it will stop the infection spreading to the other nails.

B Infection? Well, come on, I think you're being a bit rude right now, okay, a bit inconsiderate. I think I don't want to get my pedicure done anyway, right.

C Oh, Ms. Ward, I apologise.

B Is there a manager in today?

C I didn't mean to upset you, Ms. Ward. I do apologise. I was simply looking for the best method to enhance your toenails today.

B Please, just let me speak to your manager.

C Right away, Ms. Ward.

D Hello, Ms. Ward. I heard that you are really unhappy with how your treatment is going. What seems to be the problem?

B Hm. Look, I think I've been treated really disrespectfully. Your nail technician was suggesting that I have poor hygiene habits. I feel that she's being quite insensitive and she has made me feel really uncomfortable, to be honest.

D I'm truly sorry to hear that, Ms. Ward. Let me apologise on her behalf and on behalf of our salon. How about I talk to Isabel immediately and finish the treatment myself?

B Alright.

D Is there anything else I can do so that you feel comfortable?

B No, that'll be fine, thanks. It's nice that you were just listening to me, you know.

D You're welcome.

B Thanks.

Title of the material/activity	6. Practical task “Toe nail and foot skin problems”
Presentation / Description of the activity steps	<p>This activity focuses on exploring different kinds of infected nails. The learners examine possible causes for these and possible treatments supporting a quick healing process. Additionally, the learners (together with a partner) think about another possible infection, its causes and treatments, designing cards similar to the other ones in the exercises (if the exercise is carried out in an online-environment, learners can e.g. use a power point presentation instead of cards). If the learners cannot think of any other infection, they can research on the internet.</p> <p>Step 1: Reading different cards. Step 2: Sorting exercise together with a partner. Step 3: Brainstorming about another infection (if necessary research). Step 4: Designing cards (or Power Point presentation). Step 5: Presenting the cards (or presentation) and comparing the sorting exercise to the solution.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Exercise template • Internet connection in case of researching/presentations • Posters/cards and pencil for the learners
Time needed	1 hour
Attachments	Exercise “Toe nail and foot skin problems”
Solution of the activity	Solution “Toe nail and foot skin problems” Suggestions for other infections

Exercise “Toe nail and foot skin problems”

1. Read different cards and work together with a partner to sort them accordingly.³



³ The information on the cards is based on the following book: Das Kosmetikbuch Lernfeld 8, p. 166 , Verlag Handwerk und Technik GmbH, 2016, ISBN 978-3-582-03924-8



E: CLAVUS



F: WARTS

1.



- circulatory and metabolic disorder
- inadequate nutrition of the entire nail area
- psoriasis
- previous injury
- sometimes genetic

2.



- incorrect care, e.g. cutting off nail licks or inadequate cleaning
- unsuitable footwear
- health or genetic factors

3.











- constant pressure on a localized area
- narrow shoes
- deformation of foot or toes

4.



- infection with dermatophytes due to pre-damaged nails
- health deficiencies favour this
- mostly due to fungal infection of the surrounding toe skin

<p style="text-align: right;">5.</p>  <ul style="list-style-type: none"> • mechanical loading/friction on a wide surface • narrow shoes • high intensity sport • wearing shoes without socks • malposition of toes or foot 	<ul style="list-style-type: none"> • fitting of shoes can lead to this <p style="text-align: right;">6.</p>  <ul style="list-style-type: none"> • virus infection resulting in multiple reproduction of keratinocytes • walking barefoot – incl. in gyms and pools • weak immune system, neurodermite, hormonal disorders • excessive sweating of feet
<p style="text-align: right;">U</p>  <ul style="list-style-type: none"> • the cosmetician is not allowed to do any treatment, but needs to advise the patient to see a podologist/doctor 	<p style="text-align: right;">V</p>  <ul style="list-style-type: none"> • should be removed with a scalpel every 4 weeks and polished until smooth • preferably avoid foot baths (as too much skin may be peeled off) and treat dry skin • do not reach the rose-coloured skin, a protective layer should be present
<p style="text-align: right;">W</p>  <ul style="list-style-type: none"> • only hard formations without inflammation can be treated 	<p style="text-align: right;">X</p>  <ul style="list-style-type: none"> • be responsible, because it might be very painful for the customer • clasp technology • tamponade technique

<ul style="list-style-type: none"> • can be removed using different tools – e.g. a tip of a scalpel, cuticle clippers, hollow milling cutter or rose milling cutter • avoid bleeding 	
<p style="text-align: center;">Y</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • cosmeticians are not allowed to treat those • advise a visit to the doctor to get a specific diagnose • are removed surgically or using cryotherapy • complete recovery is not always possible 	<p style="text-align: center;">Z</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • disinfect nails • remove thickening evenly with wheel-shaped or bullet-shaped carbide burs • remove loose nail parts or splinters with corner nippers • possibly nail modelling

2. Together with your partner, try to think about another possible infection that was not mentioned previously. You can also research online, if necessary.

3. Now try to design cards similar to the example ones. You can either do that offline (using pen and paper) or you can use a digital tool, e.g. Power Point to make it more visually attractive.

4. Present your cards to the class.

Solution “Toe nail and foot skin problems”

1. Sorting exercise

A – 4 – U

B – 1 – Z

C – 2 – X

D – 5 – V

E – 3 – W

F – 6 – Y

2. Example for another card⁴:

- Nail disease: Onychogryphosis (Ram’s Horn Nail)
- Causes: foot trauma (e.g. injuring your foot or wearing too small shoes everyday), fungal infection, psoriasis, Peripheral vascular disease (leg arteries build up plaque, Ichthyosis which hinders body to shed dead skin cells, Tuberous sclerosis complex which often shows through nail deformation)
- Treatment: depending on cause, e.g. wearing proper shoes, creams, surgery

⁴ Information taken from The Healthline (2021) <https://www.healthline.com/health/onychogryphosis>

Title of the material/activity	7. Written exercise “Steps of a pedicure”
Presentation / Description of the activity steps	<p>This activity focuses on the sequence of a pedicure treatment. The learners need to identify the correct order that needs to be followed when carrying out a pedicure treatment. The learners work in pairs. Additionally, they explain each of the step in detail, one partner chooses one step, the other chooses another one, until all steps are covered. The partners write down 3 keywords/sentences to each step explaining what is important in this phase.</p> <p>Step 1: Sorting the cards to identify the correct order. Step 2: Providing explanation to each step. Step 3: Writing down an overview. Step 4: Exchanging thoughts with the whole group.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Exercise template • Paper notes and pencil for the learners
Time needed	40 min
Attachments	Exercise “Steps of a pedicure”
Solution of the activity	Solution “Steps of a pedicure”

Exercise “Steps of a pedicure”

1. Read the following cards, each representing one activity related to a pedicure. Work with a partner to put them in the correct order.
2. Work with your partner: each one of you picks one step and explains it in detail to the partner. Then the partner picks one step and explains it. Continue until you talked about all steps (e.g. mention all steps of preparing a workplace, explain how to apply nail polish, name the five different steps when working on the nails etc., always refer to environmental-related aspects when possible).
3. Now try to allocate 3 keywords to each of the steps that describe what is done in this activity.
4. Present your keyword description in class.

Applying nail polish

Keywords:



Preparing the workplace

Keywords:



Advising the customer about home care

Keywords:



Working on the nails

Keywords:



Offering the customer to have a footbath for relaxation

Keywords:



Treating cornea

Keywords:



Conducting a feet and nail assessment

Keywords:



Conducting caring measures

Keywords:



Applying follow-up measures

Keywords:



Solution “Steps of a pedicure”

1. Correct order of the steps⁵:
 1. Preparing the workplace
 2. Conducting a feet and nail assessment
 3. Offering the customer to have footbath for relaxation
 4. Working on the nails
 5. Treating cornea
 6. Conducting caring measures
 7. Applying nail polish
 8. Advising the customer on home care

2. Aspects that should be mentioned related to each step (also referring to keywords):
 1. Preparing the workplace
 - Workplace hygiene (e.g. no rings, washing and disinfecting hands, gloves, hair tied back etc.)
 - Prepare tools, cloths, sheets etc.
 - Preparing products (foot tub, lotions etc.)
 2. Conducting a feet and nail assessment
 - Removing nail polish
 - Observing pathological changes (no diagnosis, just noting down)
 - Preparing treatment plan
 3. Offering the customer to have footbath for relaxation
 - Preparing foot bath tub
 - Select bath essence based on customer’s needs (e.g. cooling bath with apple vinegar for perspiring feet)
 - Carefully drying feet (also between toes)
 4. Working on the nails
 - Removing nail plate with milling machine
 - Shortening nails
 - Modelling nails
 - Grinding the nail plate
 - Cleaning cuticle and nail bed
 5. Treating cornea
 - Working on thickened cornea first (e.g. on heels) with a scalpel
 - Working layer by layer
 - Do not remove too much (pressure protection when walking)
 - Use diamond grinding device
 - Not working too long in one spot (painful for customer)
 6. Conducting caring measures
 - Nail oil
 - Foot massage
 - Peeling
 - Packages

⁵ The information is based on the following book: Das Kosmetikbuch Lernfeld 8, p. 173-191 , Verlag Handwerk und Technik GmbH, 2016, ISBN 978-3-582-03924-8

- Paraffin treatment
- 7. Applying nail polish
 - Cleaning nails with cleansing tissue
 - Toes spreader
 - Degreasing nails
 - Applying base coat (protection, longer durability of nail polish, smoothing nails)
 - Applying nail polish (placing brush in middle of nail, putting back to nail bed, stroking movement forwards to nail tip, right side, left side)
 - If necessary, using correction pencil
 - Waiting at least 10 minutes until putting shoes on
- 8. Advising the customer on home care
 - Cleaning feet (at least once a day, carefully drying)
 - Foot baths (not daily, temperature not higher than 36 degree Celsius, cooling baths in case of varicose veins)
 - Removing cornea (at least weekly, be careful with cracks)
 - Applying cream (best after every cleansing, application of creams serving the needs of feet)
 - Packages (especially for dry feet, in the evening after cleansing, thick layer of cream, putting on socks)
 - Nail care (shortening nails, don't cut nail)
- 9. Applying follow up measures
 - Cleaning and disinfection treatment areas
 - Disinfect instruments
 - Empty garbage bin
 - Removing gloves, disinfecting hands

Title of the material/activity	8. Demonstration “Toenail art”
Presentation / Description of the activity steps	<p>This activity aims to check a learner’s ability to create various designs on toenails. Depending on the amount of time available, a learner may create one or several designs on a model’s big toe applying various techniques: using decorative elements (rhinestones, stripes, spangles, stickers, beads, etc.); hand-painted nail art; airbrushing; creating emboss with acrylic mixtures.</p> <p>Step 1: Selecting a design to be created (by the evaluator).</p> <p>Step 2: Thinking over a design, selecting the products needed (by the learner).</p> <p>Step 3: Performing the developed nail design on a model’s toenails.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Toe separators, base coat, nail polish, top coat, tweezers , orange woodsticks, aluminium foil sheet, paper towel, paper palette, nail brushes, acrylic liquid, acrylic paints, acrylic powders, rhinestones, stripes, spangles, stickers, beads (the selection of materials depend on the type of design selected)
Time needed	30 min – 2 hours (depending on the amount of designs to be created)
Attachments	Exercise “Toenail art”
Solution of the activity	Solution “Toenail art”

Exercise “Toenail art”

Perform one or several of the following toenail designs (upon agreement with your evaluator) on a model’s big toe:

- applying decorative elements (rhinestones, stripes, spangles, stickers, beads, etc.)
- hand-painted nail art
- airbrushing
- creating emboss with acrylic mixtures

Solution “Toenail art”

That’s how the possible toenail designs might look like:



Decorative elements



Hand painting



Airbrushing



Acrylic embossing

Source:

<https://www.styleoholic.com/toe-nails-designs/>

<https://diydecorcrafts.com/summer-pedicure-ideas/>

<https://fineadviser.com/w/pedicure/46117>

https://www.flickr.com/photos/negril_nailart/5022168936/in/photostream/

Title of the material/activity	9. Practical task “Applying gel polish”
Presentation / Description of the activity steps	<p>This activity aims to check a learner’s knowledge of application of gel polish on toe nails – starting from removal of the old gel polish to rubbing in cuticle oil into the freshly polished toenails.</p> <p>Step 1: Watching a video without a sound, making notes.</p> <p>Step 2: Watching the video without a sound and explaining what is being shown (describing the procedure, tools used, etc.).</p> <p>Step 3: Watching the video with a sound, comparing own answer to the voiceover in the video.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Laptop or mobile phone with access to Internet • Pencil, sheet of paper
Time needed	30 min
Attachments	<p>Gel Pedicure with Design Tutorial https://www.youtube.com/watch?v=Hbh6Z98Q0pc</p>
Solution of the activity	

Title of the material/activity	10. Written exercise “Environmentally-friendly nail polishes”
Presentation / Description of the activity steps	<p>This activity focuses on sustainability in beauty products. Especially millennials are often concerned about the environment. In order to prepare the learners in this aspect, they research about the environmental-friendliness of nail polishes. The learners create a presentation and deliver it in class, which strengthens their presentation skills, which could, in turn, improve their handling with customers.</p> <p>Step 1: Discussing the topic in class.</p> <p>Step 2: Making research regarding the environmental friendliness of nail polishes.</p> <p>Step 3: Preparing a presentation (including risks, concerns, alternatives).</p> <p>Step 4: Presenting, reflection and feedback.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Computers/tablets with internet connection and Power Point (or similar) • Paper notes and pencil for the learners
Time needed	1 h 10 min
Attachments	Exercise “Environmentally-friendly nail polishes”
Solution of the activity	List of possible aspects that could be mentioned

Solution “Environmentally-friendly nail polishes”

Individual solutions, however different websites can serve as an inspiration, e.g.
<https://zerowastememoirs.com/zero-waste-nail-polish/>⁶

⁶ Zero Waste Memoirs (2021): <https://zerowastememoirs.com/zero-waste-nail-polish/>

Title of the material/activity	11. Simulation “Advising a customer on home treatments”
Presentation / Description of the activity steps	<p>This activity focuses on sales-related aspects after a treatment. The learners work together with a partner and take the roles of a customer and a cosmetician. While conducting the role-play, it is important that the learners keep customer- and sales-related aspects in mind.</p> <p>Step 1: Reading the role-play cards and selecting roles.</p> <p>Step 2: Practicing the role-play.</p> <p>Step 3: Presenting the role-play.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Role-play cards • Paper notes and pencil for the learners
Time needed	45 min
Attachments	Exercise “Advising a customer on home treatments” (role-play cards)
Solution of the activity	Solution “Advising a customer on home treatments”

Exercise “Advising a customer on home treatments”

1. Work together with a partner. Each one of you should read the role-play card individually.
2. Practice the role-play together with your partner. Do not forget to include polite phrases, ask questions and say good-bye when you finished your discussion.
3. Present the role-play to the other learners and give feedback to other presentations.

CUSTOMER

You are a 35-year-old man, working full-time. You are very happy with your treatment and ask the cosmetician what you could do at home to take care of your feet. When the cosmetician gives you some tips, ask for more details (effects, how often, which products...). After having received the advice, thank the cosmetician and say goodbye.

COSMETICIAN

You finish the treatment with your customer and ask him, if he is satisfied. Before leaving, the customer asks you for advice regarding home treatments. Mention different aspects regarding feet cleansing, foot baths, removing cornea, applying lotions, packages and nail treatments. When the customer is happy, say goodbye to her/him.

Solution “Advising a customer on home treatments”

Individual solutions, however it is necessary that the learners mention the following about home care treatments for feet⁷:

- Cleaning feet (at least once a day, carefully drying)
- Foot baths (not daily, temperature not higher than 36 degree Celsius, cooling baths in case of varicose veins)
- Removing cornea (at least weekly, be careful with cracks)
- Applying cream (best after every cleansing, application of creams serving the needs of feet)
- Packages (especially for dry feet, in the evening after cleansing, thick layer of cream, putting on socks)
- Nail care (shortening nails, don't cut nail)

⁷The information is based on the following book: Das Kosmetikbuch Lernfeld 8, p.191, Verlag Handwerk und Technik GmbH, 2016, ISBN 978-3-582-03924-8

Title of the material/activity	12. Written exercise “Pedicure for customers with special needs”
Presentation / Description of the activity steps	<p>This activity aims to check a learner’s knowledge how to perform a pedicure on customers with special needs. A learner should write down the key points to consider when performing a treatment on three types of customers: persons with diabetes, cancer patients and pregnant women.</p> <p>Step 1: Receiving the template and reading the task.</p> <p>Step 2: Providing answers in a written form.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Exercise template • Pencil
Time needed	30 min
Attachments	Exercise “Pedicure for customers with special needs”
Solution of the activity	Solution “Pedicure for customers with special needs”

Solution “Pedicure for customers with special needs”

1. Generally, people with diabetes can have a pedicure, but extra caution should be exercised. The blood flow of people with diabetes is generally reduced, which leads to dry and frail skin that is prone to infection and takes longer to heal. High blood sugar can also cause nerve damage called diabetic neuropathy that causes numbness - so that a diabetic may not even notice a rash or sore. The key points to consider when performing a pedicure for a person with diabetes are as follows:

- It is advisable to ask every customer if they have diabetes or no. Even if they are not diabetic, it is recommended to look out for the symptoms potentially related to diabetes: parchment-like skin, dead skin build-up around the nail folds, callus build-up on pressure points, skin discoloration (mostly purple or blue) on the foot and lower leg. If any of those symptoms are observed, one has to proceed with caution.
- All equipment and materials should be thoroughly cleaned and sterilised between the customers – this is a rule of thumb, but it is especially critical for people with diabetes because any infection can have drastic effects for them.
- The rule about disinfection and sterilisation also applies to foot baths – but to be on the safe side, you could opt for "pipeless" pedicure chairs or an individual bucket or bowl.
- If a person is suffering from peripheral neuropathy, make sure the foot bath is not too hot. The temperature should be around 32-35°C. Test the water yourself before the customer puts their feet into the footbath.
- Limit soak time to 3-5 minutes because extensive soaking may open small cracks in the skin that germs can reach easily. A gentle foot soak product should be used.
- Trim toenails straight across rather than curving the corners in order to prevent ingrown toenails. Do not clip or file nails too short to avoid irritation. Cuticles should not be cut, but pushed back gently.
- Do not cut calluses away or use a shared implement to file them away. Avoid chemical callus removers to prevent burns and further complications. A pumice stone or sanding surface (meant for individual use) are acceptable, but should be used gently.
- Use moisturizing products that absorb quickly into the skin and contain urea and anti-microbial or anti-fungal agents.
- Throughout the procedure, make sure your customer is feeling comfortable by asking relevant questions.

2. Just like in the first case, the most important rule when performing pedicure for cancer patients is to ensure high levels of hygiene and avoid injuries, because cancer patients' immune system is compromised and they are more susceptible to infections.

Depending on the type of cancer and treatment selected (radiation, chemotherapy, stem cells), cancer patients may suffer from various skin and nail conditions on hands and feet. These generally include brittleness, discoloration, grooving, change in growth rate, increased sensitivity and lifting of the nail bed.

Here are some points to consider when performing pedicure for a person with cancer:

- If the nail bed is lifting, avoid soaking the feet. It can also make the customer's dry skin even more prone to flaking, cracking and infection.
- Clip the nails short (but not too short) and use an emery board to smoothen them.
- Do not cut the cuticles – just push them back or use gentle cuticle removers.

- Nail polish can help keep nails strong and protect them from environment – besides, it is a good way to disguise nail changes. However, traditional nail polishes may contain formaldehydes, phthalates and other harmful chemicals, so it is better to opt for water-based nail polishes.
 - To take off nail polish, avoid removers containing acetone or other harsh solvents – use oily removers instead.
 - Avoid artificial enhancements, as they can harbour bacteria.
 - Advise your customer moisturising their feet regularly and rubbing the cream into cuticles.
3. Manicure and pedicure is considered to be safe for pregnant women as long as hygiene and safety rules are complied with. It can become a real pampering experience because, being late in pregnancy, women cannot really attend to their feet properly. Yet some things should be taken into account:
- It is safe to soak feet in warm water and have them scrubbed – a gentle foot massage is also allowed, but certain reflexology points should be avoided as they can promote contractions. It is better not to press on one point for too long, but rather use long gentle strokes, which can also help reduce swelling.
 - It is better not to cut cuticles, but gently push them back to avoid infections.
 - Traditional nail polishes may contain formaldehyde, toluene and dibutyl phthalate – they are found in small amounts that are barely absorbed into the skin, but to be on the safe side you could choose water-based nail polishes that are non-toxic, non-flammable and hypoallergenic.
 - Besides, strong fumes from nail polish can make pregnant women feel nauseous, so the room should be well ventilated.

The effects of acrylics and gels have not been widely studied, so some experts recommend avoiding them saying there might be a higher risk of infection. Acrylic nail treatments may also give off a strong smell. Furthermore, it is advised to avoid UV light because the skin is far more sensitive during pregnancy and UV rays may cause sunburn or hyperpigmentation (a LED light should be ok).

Title of the material/activity	13. Written exercise “Green nail salon”
Presentation / Description of the activity steps	This activity aims to check a learner’s understanding of the latest sustainability trends and draw their attention to the ways how a beauty (or nail) salon can lessen its carbon footprint and become more environmentally-friendly.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template • Pencil
Time needed	30 min
Attachments	Exercise “Green nail salon”
Solution of the activity	Solution “Green nail salon”

Exercise “Green nail salon”

Read through the practices in the left column that are traditionally used in most beauty (nail) salons and match them with more environmentally friendly alternatives:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Using plastic water bottles and other one-time use can drinks 2. Buying service products in small packaging 3. Putting all waste in one trash bin 4. Using nail polishes containing formaldehyde, toluene and dibutyl phthalate and other substances harmful for humans and/or environment 5. Offering paper towels for customers 6. Using plastic trash bags 7. Providing paper brochures, price lists, promo materials 8. Using ordinary light bulbs 9. Using materials and ingredients that are harmful to the environment (e.g., containing microplastic) 10. Issuing plastic and paper gift cards 11. Offering monthly magazines at the reception 12. Plastic sanitary envelopes for clean tools 13. Using bleached toilet paper 14. Applying harsh chemical cleaning products 15. Using loads of single-use disposable tools (e.g., nail files) | <ol style="list-style-type: none"> a. Offering fibre hand towels to customers that are washed by energy-efficient washing machines using eco-friendly detergents. Alternatively, offering biodegradable linens b. Issuing electronic gift certificates c. Using energy-efficient light bulbs d. Applying non-toxic cleaning products e. Using purified water in washable glasses or recyclable paper cups f. Buying in bulk or refill sizes for less packaging waste g. Using recycled bleach-free toilet paper h. Sorting the waste for its subsequent recycling i. Strict disinfectant and UV sterilizer protocols. Storage of disinfected tools in air tight transparent clean containers j. Using biodegradable, compostable trash bags k. Providing a well-stocked library of hardback books l. Choosing reusable and sanitazable tools whenever possible (e.g., metallic or glass files – alternatively, giving a single-use file to the customer to take home) m. Using vegan, non-toxic water-based nail polishes n. Using naturally-sourced eco-friendly materials and ingredients whenever possible (e.g. essential oils, shea butter, etc.) o. Providing promo materials and price lists online - on the website. If not possible, print them on recycled paper using vegetable ink dyes. |
|--|---|

Solution of the activity “Green nail salon”

1. e
2. f
3. h
4. m
5. a
6. j
7. o
8. c
9. n
10. b
11. k
12. i
13. g
14. d
15. l



MASSAGE AND PARAFFIN TREATMENT [CARE RELATED TREATMENT]



Co-funded by the
Erasmus+ Programme
of the European Union



3.4		MASSAGE AND PARAFFIN TREATMENT [CARE RELATED TREATMENT]	
Learning outcomes correspond to EQF			EQF 4
Learning outcome: S/he is able to provide hand and foot treatment choosing appropriate products and taking into account customer needs and wishes			Demonstration indicators
Knowledge	Skills	Responsibility and autonomy	
<i>S/he is able to</i>	<i>S/he is able to</i>	<i>S/he demonstrates proven ability to</i>	<i>Based on real work situations</i>
<ul style="list-style-type: none"> Recall anatomy and physiology of hands and feet List contraindications obstructing or preventing the performance of massage and paraffin treatment Define the purpose of massage (firming, regenerating, reflexology) and suitable techniques Name various techniques of hand and foot massage: effleurage (long, gliding strokes), petrissage (kneading movements that press and roll the muscles under the hand or fingers), friction (a light or firm rubbing back and forth of the hands across the skin), and 	<ul style="list-style-type: none"> Select techniques of hand and foot massage depending on the purpose Apply various techniques of hand and foot massage Apply the procedure of paraffin treatment Identify medical conditions that may serve as contraindications to massage and paraffin treatment Select products for massage and paraffin treatment based on their envisaged effect on a customer's health and/or environment Employ digital tools to create promotion materials Explain the key steps of massage and paraffin treatment to the 	<ul style="list-style-type: none"> Perform the appropriate hand and foot massage in accordance with the needs of the customer and health and safety principles Monitor customer reactions and satisfaction and adjust massage techniques if required Advise on supporting massage by applying daily skincare products suitable for specific age (circular and painting movements) Determine treatment duration, sequencing, costs and pricing calculation, informing the customer accordingly Confidently and effectively 	<ul style="list-style-type: none"> S/he informs the customer about the sequences, the duration and products for massage and paraffin treatment in a professional and understandable manner. S/he informs the customer about costs and duration of massage and paraffin treatment. S/he organizes own working place, especially use of relevant equipment and products, taking into account health and safety rules and environmental issues. S/he applies massage techniques according to the established procedure, taking into account the

<p>pressure point (direct pressure on a hard, knotted spot)</p> <ul style="list-style-type: none"> • Tell a difference between foot massage and foot reflexology • List the indications and contraindications for foot reflexology • Recall the procedure of paraffin treatment • Distinguish types of treatments for various types of customers, incl. pregnant women, seniors, cancer patients, people with intolerances, etc. • Identify ingredients in products used for massage and paraffin treatment that might be potentially harmful to a customer's health and/or environment • Name digital tools (programmes, apps) used to advertise for massage and paraffin treatment • Recall all terms related to massage and paraffin treatment 	<p>customer in English (or any other foreign language relevant for the given country)</p>	<p>communicate with the customer in English (or any other relevant foreign language) on issues related to massage and paraffin treatment</p>	<p>wishes of the customer and indications for treatment.</p> <ul style="list-style-type: none"> • S/he assesses the reactions / satisfaction of customer and adapts the techniques if needed. • S/he advises on daily hand and foot care. • S/he selects products for massage and paraffin that are friendly to the customer's health and/or environment
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in English or any other foreign language relevant for the given country			
Assessment tools	<ul style="list-style-type: none"> • Observation • Demonstration • Case study • Test 		

3.4 Massage and paraffin treatment [Care Related Treatment]

List of materials / activities

1. Simulation “Performing hand massage”
2. Written exercise “Foot massage vs foot reflexology”
3. Video analysis “Performing foot massage”
4. Written exercise “Indications and contraindications for a paraffin hand treatment”
5. Simulation “Performing paraffin hand treatment”
6. Practical task “Consulting a customer and dealing with customer dissatisfaction”
7. Practical task “Advising a customer on a suitable product for hand and foot care”
8. Written exercise “Types of wax”
9. Practical task “Creating an Instagram story”

Objective of the unit

At the end of this unit, you will be able to tell the difference between (foot) massage and (foot) reflexology, and list the key steps in performing hand and foot massage. You will refresh your knowledge of indications and contraindications for paraffin treatment and will be able to perform the procedure. Additionally, you will enhance your communication, green and ICT skills and relation to massage and paraffin treatment.

Transversal Skills covered

- Customer service and communication
- Management and supporting processes
- Time management
- ICT skills
- Foreign languages
- Green skills

Hygiene and Safety skills covered

- Basic knowledge of hygiene and safety
- Equipment and tools in the wellness sector
- Disinfection of equipment and furniture, sterilisation etc.

Typology of materials/resources

- | | |
|--|--|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> video analysis <input checked="" type="checkbox"/> simulation <input type="checkbox"/> demonstration <input checked="" type="checkbox"/> practical task <input type="checkbox"/> role play | <ul style="list-style-type: none"> <input type="checkbox"/> case study <input type="checkbox"/> job shadowing <input type="checkbox"/> dialogues <input checked="" type="checkbox"/> written exercise <input type="checkbox"/> Other: _____ |
|--|--|

Title of the material/activity	1. Simulation “Performing hand massage”
Presentation / Description of the activity steps	<p>This simulation exercise aims to check the learners’ ability to perform a hand massage procedure – starting from preparation of the working area to checking the customer’s satisfaction:</p> <p>Step 1: Receiving the template and reading the task.</p> <p>Step 2: Preparing the working area and the needed materials.</p> <p>Step 3: Performing the basic hand massage according to the established procedure.</p> <p>Step 4: Explanation of existing contraindications to the procedure when performing the treatment.</p> <p>Step 5: Providing advice on daily hand care when performing the treatment.</p> <p>Step 6: Checking the customer’s satisfaction after the completion of the procedure.</p> <p>If needed, steps 4-6 maybe performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input type="checkbox"/> individual <input checked="" type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Exercise template • Table, chairs, storage unit for supplies, hand cushion (or folded towel), towels, oils/lotions/creams, sanitizers
Time needed	50 min
Attachments	Exercise “Performing hand massage”
Solution of the activity	Solution “Performing hand massage” template

Exercise “Performing hand massage”

You are receiving a customer for hand massage. Complete the following tasks:

Step 1: Prepare your working area and the needed materials.

Step 2: Perform the basic hand massage according to the established procedure.

Step 3: While performing the treatment, explain the existing contraindications to the procedure.

Step 4: While performing the procedure, provide advice on daily hand care.

Step 5: Once the procedure is finished, check if the customer is satisfied.

Solution “Performing hand massage”

Step 1:

The general rule for performing all care and beauty treatments is that the room where the procedure will be performed should be clean and all the surfaces (especially the table) should be sanitized (before and after the procedure). After cleaning and sanitizing the area, all the necessary materials should be prepared: hand cushion (or folded towel), towels, oils/lotions/creams, etc.

Step 2:

To see how basic hand massage is performed, check out the following video:

<https://www.youtube.com/watch?v=p8WgP14V2bo&t=501s> [1].

Step 3:

Generally, massage should not be performed if a person is experiencing some of these conditions (total contraindications): fever, contagious diseases (incl. cold or flu), alcohol or drug intoxication, recent operation or acute injury, neuritis, skin diseases.

Massage cannot be performed on the areas affected by the following conditions (local contraindications): varicose veins, undiagnosed lumps or bumps, pregnancy, bruises, cuts, abrasions, sunburn, undiagnosed pain, inflammation (incl. arthritis).

In some cases massage can only be performed after receiving the approval of a physician (medical contraindications): cardio-vascular conditions (thrombosis, phlebitis, hypertension, heart conditions), edema, psoriasis or eczema, high blood pressure, cancer, nervous or psychotic conditions, epilepsy, diabetes and some other conditions. [2]

Step 4:

The key rule in daily hand care is to avoid too much exposure to water and harsh ingredients and chemicals. When washing hands, one has to use lukewarm water. In other cases, e.g., when doing housework, it is advisable to wear rubber gloves. After each contact with water, one should use a hand cream: in summer you can go for lighter, moisturizing textures, whereas in winter more nourishing creams are advisable. When applying hand cream, don't forget about the nails and cuticles (in fact, if you feel that your cuticles are too dry, you may purchase special cuticle oils). Exfoliation once to twice a week with a gentle (body) scrub is highly advisable. If extra care is needed, you may purchase textile hand gloves and put them on after applying nourishing hand cream – these should help the ingredients absorb into the skin more easily (you can even find cosmetic hand gloves already infiltrated with moisturizing solutions). Don't forget to apply sunscreen when going outside in order to avoid sun spots, freckles, moles or even skin cancer.

Step 5:

At the end of the procedure, ask the customer whether they enjoyed the treatment. You may also add that hand massage does not only bring pleasant sensations, but is also beneficial for health as there are a lot of reflex points on hands. Express hope to see the customer once again – you can even suggest to set a date for the next appointment.

Title of the material/activity	2. Written exercise “Foot massage vs foot reflexology”
Presentation / Description of the activity steps	This activity aims to check the learners’ understanding of the difference between foot massage and foot reflexology, as well as their knowledge of foot reflex zones and contraindications for foot reflexology: Step 1: Receiving the template and reading the task. Step 2: Answering the questions in the template in written form. Step 3 (optional): Practicing foot reflex zones with the use of Foot Reflexology Chart by Kenrico.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template • Pencil
Time needed	30 min
Attachments	Exercise “Foot massage vs foot reflexology”
Solution of the activity	Solution “Foot massage vs foot reflexology”

Solution “Foot massage vs foot reflexology”

1. Foot reflexology, or reflex zone massage, is one of the most frequently offered foot massages in the wellness sector alongside classical foot massage. Reflexology practitioners regard the feet as a mirror of the body, because different areas of the sole of the foot are connected to the organs and parts of the body. Reflexology is based on the assumption that illnesses in the different parts of the body may be treated when the corresponding reflex zones on the feet are massaged. It is assumed that diseases are caused by blockages of the energy pathways in the body. Depending on the location of the blockage, a certain area is disturbed. So the task of the reflexology is to remove the blockage so that the energy in the body can flow again.

Thus, traditional massage therapy is intended to relax the muscles, relieve tension and improve circulation, whereas reflexology uses targeted pressure to restore the flow of energy in the body.

During reflexology treatment, all reflex zones on both feet are always treated. Sensitive areas are identified by pressing with the thumb. In the zones that react painfully to the thumb pressure, a disorder or disease of the corresponding organ or body area can be suspected.

Because of its therapeutic effect, reflexology is considered a medical treatment and may only be carried out by trained therapists, alternative practitioners, physiotherapists and doctors specializing in naturopathy.

In the cosmetic field, reflexology treatment is purely a wellness treatment for healthy and symptom-free customers and serves to promote relaxation and well-being. The treatment of the right foot is primarily for physical relaxation and the treatment of the left foot for mental relaxation. If carried out correctly, it can also prevent illness.

A foot reflexology massage lasts between 30 and 60 minutes. The massage is carried out in depth with circular thumb pressure and neither massage creams nor oils are used.

Normally, such a massage has no side effects. However, if a sensitive customer complains of a headache and/or nausea after this treatment, it is important to be understanding and to air the room, give them a glass of water and allow them to breathe deeply.

2.

Foot Reflexology Chart



Source:

[https://www.researchgate.net/publication/338583050 Comparing the Effect of Acupressure and Foot Reflexology on Anxiety and Depression in Hemodialysis Patients A Clinical Trial](https://www.researchgate.net/publication/338583050_Comparing_the_Effect_of_Acupressure_and_Foot_Reflexology_on_Anxiety_and_Depression_in_Hemodialysis_Patients_A_Clinical_Trial)

3. The contraindications for foot reflexology are:

- pregnancy and postnatal condition, first few days of menstruation
- internal bleeding
- contagious skin diseases (e.g., scabies, impetigo, chicken pox)
- psoriasis or eczema on foot
- bruises, cuts, grazes, open skin, rashes, bites, burns, recent fractures and scars, swelling, inflammation on feet
- athlete's foot, verrucas
- any form of infection, disease or fever; diarrhoea, vomiting
- nervous/psychotic conditions, multiple sclerosis, Parkinson's disease, motor neurons disease
- arthritis, osteoporosis, acute rheumatism, cervical spondylitis
- epilepsy, asthma
- influence of alcohol or recreational drugs
- immediately after a heavy meal

Generally, if a customer is taking medication or attending a doctor for any condition, they might have to get their consent.

Title of the material/activity	3. Video analysis “Performing foot massage”
Presentation / Description of the activity steps	<p>This exercise aims to check the learners’ knowledge of how basic foot massage is performed: a learner has to watch a video, explain the sequence of actions and describe the key massage techniques used during foot massage. Additionally, a person has to provide advice on daily foot care.</p> <p>Step 1: Receiving the template and reading the task.</p> <p>Step 2: Watching the video for the first time (without a sound), making notes.</p> <p>Step 3: Watching the video (without a sound) and providing comments to what is being shown in the video.</p> <p>Step 4: Watching the video with the sound and comparing own answers with the explanation in the video.</p> <p>Step 5: Providing advice on daily foot care.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> ● Exercise template ● Video ● Internet connection in case of using the video uploaded on the YouTube channel, computer or any device to watch the video ● Pencil
Time needed	30 min
Attachments	<p>Exercise “Performing foot massage”</p> <p>Massage Therapist’s Guide To Giving a Great Foot Massage https://www.youtube.com/watch?v=utONtrHzCxE</p>
Solution of the activity	Solution “Performing foot massage”

Exercise “Performing foot massage”

In this task you will have to watch a video of a foot massage, explain the sequence of actions and describe the key massage techniques used during foot massage:

<https://www.youtube.com/watch?v=utONtrHzCxE> (00:35-03:45)

Step 1:

Watch a video (without a sound) for the first time and make notes, if necessary.

Step 2:

Then watch the video for the second time (also without a sound) and explain what is happening there: name the key steps in foot massage and techniques used.

Step 3:

When finished, watch the video with the sound on and compare your answers with the explanations contained therein.

Step 4:

Imagine your customer asks you about daily foot care at home – what advice can you give?

Solution “Performing foot massage”

Step 1-3:

<https://www.youtube.com/watch?v=utONtrHzCxE> – watch the video with the sound on and compare your answers with the instructions provided in the video.

Step 4:

Correct daily foot care starts with the selection of the right shoes: they should be comfortable and one should not wear the same shoes day after day. High heels or other uncomfortable footwear should only be worn for a limited amount of time. Feet should be washed thoroughly at least once a day and dried carefully, especially between the toes.

After drying the feet, one should apply foot cream or lotion that might serve different purposes: moisturizing (urea or aloe vera), healing (aloe vera, panthenol), softening and exfoliating (salicylic acid, AHA acids), refreshing and cooling (peppermint oil, aloe vera), etc.

Jagged and toughened skin should be removed regularly with a pumice stone or foot file (one should follow the provided instructions to avoid injuries). Sore and tired feet may be soothed with the help of foot baths with essential oils (eucalyptus, peppermint, lavender, etc.) or Epsom salt.

Title of the material/activity	4. Written exercise “Indications and contraindications for a paraffin hand treatment”
Presentation / Description of the activity steps	This exercise aims to check if a learner is aware of the indications and contraindications to the paraffin hand treatment. The steps to be performed are: Step 1: Receiving the template and reading the task. Step 2: Performing the task – providing the definition of paraffin treatment, distributing medical conditions in two columns, indication and contraindications.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template • Pencil
Time needed	15 min
Attachments	Exercise “Indications and contraindications for a paraffin hand treatment”
Solution of the activity	Solution “Indications and contraindications for a paraffin hand treatment”

Exercise “Indications and contraindications for a paraffin hand treatment”

1. What is a paraffin wax bath, or treatment?

2. Below you see a list of medical conditions. Allocate them into two columns: “Indications for paraffin treatment” and “Contraindications to paraffin hand treatment”.

- a) osteoarthritis
- b) rheumatoid arthritis
- c) varicose abnormalities
- d) fibromyalgia
- e) phlebitis
- f) poor blood circulation
- g) joint stiffness
- h) numbness in hands
- i) muscle spasms
- j) diabetes
- k) edema and inflammation
- l) severe/excessive edema and acute inflammation
- m) carpal tunnel syndrome
- n) rashes, eczema or open sores
- o) tuberculosis

Indications	Contraindications

Solution “Indications and contraindications for a paraffin hand treatment”

1. Paraffin wax treatment is a form of deep heat therapy, since paraffin wax is effective medium for heat transfer to the skin and joint. Liquefied paraffin wax is very efficient at absorbing and retaining heat.

A paraffin treatment uses warm mineral oil wax to provide pain relief to hand, feet, and sore joints and muscles and improve mobility by warming the connective tissues. The warm paraffin wax applied to the skin makes the blood vessels expand and therefore helps the circulation, bringing healing nutrients to the surface and flushing toxins out of the skin.

- 2.

Indications	Contraindications
a) osteoarthritis b) rheumatoid arthritis d) fibromyalgia g) joint stiffness i) muscle spasms k) edema and inflammation m) carpal tunnel syndrome	c) varicose abnormalities e) phlebitis f) poor blood circulation h) numbness in hands j) diabetes l) severe/excessive edema and acute inflammation n) rashes, eczema or open sores o) tuberculosis

Title of the material/activity	5. Simulation “Performing paraffin hand treatment”
Presentation / Description of the activity steps	<p>This exercise aims to check the learner’s to perform paraffin hand treatment (from preparing the working area to the actual implementation of the task) by means of simulation.</p> <p>Step 1: Receiving the template and reading the task.</p> <p>Step 2: Preparing the working area.</p> <p>Step 3: Listing all the materials and equipment needed for the procedure.</p> <p>Step 4: Performing paraffin hand treatment according to the established procedure.</p>
Typology of activity	<input type="checkbox"/> individual <input type="checkbox"/> group activity <input checked="" type="checkbox"/> mix
Needed materials / equipment/ tools	<p>Materials needed:</p> <ul style="list-style-type: none"> • Exercise template • Paraffin wax bath/heater, paraffin wax, paraffin protectors (plastic bags), textile gloves (spa gloves), hydrating cream/lotion/oil, application brush, sanitizing spray, testing thermometer, timer
Time needed	45 min
Attachments	Exercise “Performing paraffin hand treatment”
Solution of the activity	Solution “Performing paraffin hand treatment”

Exercise “Performing paraffin hand treatment”

You are receiving a customer for a paraffin hand treatment. Fulfill the following tasks:

Step 1:

Prepare your working area and the needed materials.

Step 2:

List all the materials and equipment you will need for the procedure.

Step 3:

Perform a paraffin hand treatment according to the established procedure.

Solution “Performing paraffin hand treatment”

Step 1:

The general rule for performing all care and beauty treatments is that the room where the procedure will be performed should be clean and all the surfaces should be sanitized (before and after the procedure). After cleaning and sanitizing the area, all the necessary materials mentioned below should be prepared.

Step 2:

Materials and equipment needed for a paraffin hand treatment are as follows: paraffin wax bath/heater, paraffin wax, paraffin protectors (plastic bags), textile gloves (spa gloves), hydrating cream/lotion/oil, sanitizing spray, testing thermometer, timer.

Step 3:

The key steps in performing a paraffin hand treatment are:

- removing all the jewelry
- washing and sanitizing hands
- conducting visual inspection for rashes, sores and other conditions that might prevent you from performing the procedures
- applying a bit of lotion/oil onto the hands
- dipping a hand into the melted paraffin with fingers spread apart
- removing the hand from the bath and waiting a couple of seconds
- repeating the same 6-8 times
- putting the hand into paraffin protector (plastic bag) and covering it with a spa glove
- repeating same steps with the second hand
- after approx. 15 minutes removing the paraffin.

Title of the material/activity	6. Practical task “Consulting a customer and dealing with customer dissatisfaction”
Presentation / Description of the activity steps	<p>This activity aims to check a learner’s ability to provide information in a clear and understandable manner, and to resolve conflicts (deal with customer’s dissatisfaction). A person should describe how they would behave in a situation described in the task:</p> <p>Step 1: Receiving the template and reading the task. Step 2: Describing the paraffin hand treatment in detail. Step 3: Explaining how they would act/what they would say in the given situation.</p> <p>If needed, this activity may also be performed in English (or another foreign language relevant for the given country) to check the learner’s proficiency level of the foreign language.</p>
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template
Time needed	15 min
Attachments	Exercise “Consulting a customer and dealing with customer dissatisfaction”
Solution of the activity	Solution “Consulting a customer and dealing with customer dissatisfaction”

Exercise “Consulting a customer and dealing with customer dissatisfaction”

Step 1:

You are receiving a customer for paraffin hand treatment. She has never experienced the treatment before, so she would like to learn more before you start the procedure. Tell her how long the procedure will last and what you are going to do.

Step 2:

When carrying out the visual inspection, you notice that the hands are covered with rashes and sores, which is contraindication to the procedure. You inform the customer, but she is not very happy about that and insists that you perform the treatment. How do you react?

Solution “Consulting a customer and dealing with customer dissatisfaction”

Step 1:

The procedure normally takes up to 30 minutes. Before the procedure, the customer has to remove all the jewelry, wash and sanitize their hands. After that, one has to perform visual inspection of hands to make sure there are no rashes, sores, swellings or other conditions that might prevent you from performing the procedure. After the inspection, rub a bit of hand lotion or oil into the hands. After that, ask your customer to dip their hand into the bath – fingertips go first, fingers spread apart (the hand may be submersed all the way past the wrist if desired). Once the hand is coated with wax, it has to be removed from the tub. After a few seconds, the hand should be dipped again. The process has to be repeated 6-8 times. After that, the hand should be put into a plastic bag and covered with a spa glove. After approx. 15 min. the wax can be removed as a single piece. The same procedure should be repeated for the other hand.

Step 2:

Whatever happens, it is important to stay calm, friendly and polite. Explain the customer that you cannot perform the treatment not because of your ill will, but for an objective reason: rashes and sores are one of the contraindications to paraffin treatment; performing it may exacerbate her condition. Kindly advise to consult with a doctor and offer a discount on performing the treatment when the problem is solved.

Title of the material/activity	7. Practical task “Advising a customer on a suitable product for hand and foot care”
Presentation / Description of the activity steps	This activity aims to check a learner’s knowledge of various products for everyday hand treatment, their active ingredients and their purpose, as well as her/his ability to convey information in an understandable manner. Step 1: Receiving the template and reading the task. Step 2: Offering the most suitable product and justifying the choice. Step 3: Suggesting alternatives to less sustainable and industrially produced treatments for hand and feet.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template
Time needed	20 min
Attachments	Exercise “Advising a customer on a suitable product for hand and foot care”
Solution of the activity	Solution “Advising a customer on a suitable product for hand and foot care”

Exercise “Advising a customer on a suitable product for hand and foot care”

Step 1:

After a treatment, your customer asks you what kind of products you could recommend for everyday hand and foot care. Read the description of the products below, suggest one to tackle each of the following conditions and explain your choice:

1. the customer is over 60, which starts to tell on the condition of her hands
2. due to the heating constantly turned on in winter time, the skin on her hands and the cuticles has become very dry
3. at work she has to stand a lot, so at the end of the day her feet feel sore and heavy
4. she has callous spots on her hands, arms and feet

A. Fresh herbal remedy

Massage our herbal foot cream onto hard skin and heels at night to soothe and refresh your feet. Infused with eucalyptus essential oil, our foot cream comes to the rescue of tired, dry feet.

- Foot moisturizer
- Expert care for active feet
- Anti-inflammatory, decongestant, antiseptic and antibacterial.

B. Coconut butter delight

Pamper your hands and cuticles with our rich coconut butter. The sweet coconut oil will make your hands feel intensely hydrated and super soft!

- Hand butter
- Rich, moisturising texture
- Expert care for hands and nails
- A manicure must-have
- Sweet coconut oil

C. Forever young and beautiful

Our certified organic essential oil has been created for the first signs of ageing. This innovative concentrate helps to enhance surface skin condition, leaving it nourished with moisture.

- Helps enhance surface skin condition
- Smooths skin
- Instantly moisturises
- 99% of ingredients are of natural origin
- Boosts skin regeneration processes

D. Guatemalan rainforest cream

Indulge yourself with this rich, buttery cream inspired by Guatemalan tribal spa rituals. It cares for hardworking hands and feet, and dry elbows and knees, leaving them looking smoother, fresher and healthier.

- Soothes sore spots
- Leaves skin feeling soft and smooth
- Ideal for hands, feet, elbows and knees
- Ultra-unctuous and cool texture

Step 2:

Name at least five alternatives to less sustainable and industrially produced treatments for hand and feet.

Solution “Advising a customer on a suitable product for hand and foot care”

Step 1:

- 1 – C (anti-aging effect)
- 2 – B (moisturizing effect)
- 3 – A (refreshing effect)
- 4 – D (soothing effect)

Step 2:

The key alternatives to industrially produced treatments for hand and feet that might contain ingredients potentially harmful to health and/or environment are:

- oils (e.g., avocado oil, olive oil, rosehip oil)
- butters (shea butter, cocoa butter)
- waxes (beeswax, lanolin)

As naturally sourced products do not contain any artificial preservatives, they should normally be stored in dark, cool places.

Title of the material/activity	8. Written exercise “Types of wax”
Presentation / Description of the activity steps	This activity aims to check the learner’s knowledge of different types of wax used in the beauty and wellness industry and draw their attention to the effects they may have on the environment: Step 1: Receiving the template and reading the task. Step 2: Completing the task in written form.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> • Exercise template • Pencil
Time needed	20 min
Attachments	Exercise “Types of wax”
Solution of the activity	Solution “Types of wax”

Exercise “Types of wax”

The most commonly used product in paraffin hand treatment is the paraffin wax – it is a petroleum waste product that gained popularity thanks to its certain qualities: due to its malleable molecular structure, it is easier to work with and less prone to crystallisation; it has a better scent throw and is more efficient in holding colour dye. However, the way it is produced (as mentioned before, it is a by-product of oil industry) and the fact that it is not biodegradable make it a less preferable option for persons who care about own impact on the environment.

Step 1:

Match the terms with suitable definitions.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Paraffin wax 2. Beeswax 3. Carnauba wax 4. Candelilla 5. Soy wax 6. Lanolin | <ol style="list-style-type: none"> A. It comes from Brazilian palm and is known for its hardness. It is used with food, cosmetics and many other products. B. It is derived from a shrub that grows in northern Mexico and southwest of the USA. It is used in cosmetics, polishes, adhesives, lubricants and more. C. Petroleum waste product that is deodorized and bleached before being used as wax. It is used in cosmetics, lubricants, candles, food preservatives, etc. D. It is the product of soybean oil. It can be used for candles, cosmetics and so on. E. It is secreted by sebaceous glands of wool-bearing animals and is commonly used for commonly used for skin care products, rustproofing, lubricant and leather treatment. F. This material is taken from honeycomb. It is used for lip balms, hair products, crayons, soap, gummy candies, etc. |
|---|---|

Step 2:

Mark the characteristics that are ascribable to each type of wax:

Type of wax	Vegan	Cruelty-free	Biodegradable
Paraffin wax			
Beeswax			
Carnauba wax			
Candelilla			
Soy wax			
Lanolin			

Solution “Types of wax”

Step 1:

1. C
2. F
3. A
4. B
5. D
6. E

Step 2:

Type of wax	Vegan	Cruelty-free	Biodegradable
Paraffin wax	yes	yes	no
Beeswax	no	no	yes*
Carnauba wax	yes	yes	yes*
Candelilla	yes	yes	yes*
Soy wax	yes	yes	yes*
Lanolin	no	no*	yes*

* On the surface, it may seem that lanolin is cruelty-free because it comes from wool of sheep after they are shorn, but in reality lanolin is the by-product of meat industry (i.e. it is obtained after sheep have been slaughtered).

* Beeswax, carnauba wax, candelilla, soy wax and lanolin are biodegradable as long as no synthetic materials or chemicals have been added – these can make it harder for organisms to biodegrade them, as well as cause harm to the environment.

Title of the material/activity	9. Practical task “Creating an Instagram story”
Presentation / Description of the activity steps	This activity aims to check and improve the learner’s ability to use modern ICT tools – specifically, Instagram app. Step 1: Creating an Instagram story on the topic of paraffin hand treatment. When creating a story, visuals (photos, videos), texts, fonts, emoji’s and other graphic elements should be used.
Typology of activity	<input checked="" type="checkbox"/> individual <input type="checkbox"/> group activity <input type="checkbox"/> mix
Needed materials / equipment/ tools	Materials needed: <ul style="list-style-type: none"> ● Smart phone or computer ● Instagram app
Time needed	1 hour
Attachments	
Solution of the activity	Solution “Creating an Instagram story”

Solution “Creating an Instagram story”

Tips for creating an Instagram story:

1. Recent statistics show that around 60-70% of users only watch stories on Instagram, which means it is a powerful tool to reach your audience. The key is to post stories regularly in order to stay in trends.
2. As the name implies, the main aim of this format is to tell a story that usually consists of an introduction, a culmination and a conclusion. Even if you do not follow this structure, make sure that your message to the audience is clear.
3. Instagram stories have a dimension of 1080 x 1920 pixels, but it is recommended to keep key design elements between the centre 1080 x 1420 pixels, leaving 250 pixels at the top and bottom.
4. Your stories may become a part of your brand identity. If you have a logo and corporate colours and fonts, you can incorporate those in your stories so that users recognize them at a first glance even if they are simply scrolling through their stories.
5. In order to stick to your brand identity, you can even make up a style guide containing fonts, filters, GIF styles, etc. that your company may utilize.
6. An advantage of Instagram stories is that the photos and videos that you post do not have to be of highest quality or professionally created - you can take a picture or record a short video using your own smart phone. However, the visuals still have to be appealing. If you are making a story on the topic of paraffin hand treatment, you may show the process of performing the procedure and its effects on the hands. Additionally, you may share some tips how to take care of hands at home. Apart from photos and videos, you may create backgrounds and overlays using Instagram features.
7. The key messages in a story are usually reinforced by the text – select a font that would be readable and appealing, choose an appropriate size and colour (if you have any corporate fonts, you can use those or similar ones).
8. Add stickers, emoji's and GIFs to make your stories more diverse and engaging.
9. Use questions and polls to raise the engagement of users.
10. There are now manifold apps and programmes that should help you create a story, develop a personalised emoji, pick a font etc. – make a research and find the ones that suit you best. One of the options is to use the [Canva platform](#) that has a lot of free-of-charge options.