

Participant Handbook

Sector
Beauty and Wellness

Sub-Sector
Beauty & Salons

Occupation
Nail Care Services

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NSQF Level 3



**Pedicurist
and
Manicurist**

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Shri Narendra Modi
Prime Minister of India

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



Certificate

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is hereby issued by the

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This participant handbook is dedicated to the aspiring youth who aspire to acquire special skills which would be lifelong assets in their future endeavors and help them make a bright career in the Beauty and Wellness Sector.



About this book

The beauty and wellness industry in India is growing at a CAGR (Compound annual growth rate) of 18.6 % and is likely to reach the 100,000 crore mark soon. The sector is thriving on the increasing section of affluent and middle-class population that has started considering beauty and wellness as a necessity. Increased emphasis on a holistic wellbeing with people's desire to look good and young are other motivators for the beauty and wellness industry. Employment in the beauty sector is expected to grow at a CAGR of 20%, with 23% in the organised and 15% in the unorganised segments with a shortage of over 600,000 skilled personnel by the end of 2016. With a shift in focus towards quality of service, the industry has been looking to hire skilled workforce to sustain growth.

This Participant Handbook has been designed to enable theoretical and practical training to become an Pedicurist and Manicurist. The following National Occupational Standards, which have been covered in this Participant Handbook, are what comprise the qualification pack of a Pedicurist and Manicurist.

1. Prepare and maintain work area
2. Perform manicure and pedicure services
3. Provide specialized hand and foot spa treatments
4. Maintain health and safety at the workplace
5. Create a positive impression at the workplace

This participant handbook has been designed keeping in mind the minimum education qualification of beauticians to be preferably Class V pass. The key learning objectives and corresponding skills acquired thereby are defined in each unit.

We would like to thank Ms. Vandana Luthra, Chairman of Beauty and Wellness Sector Skills Council for her constant guidance and support. We would also like to acknowledge the efforts put in by the BWSSC team, master trainer, consultants and our Industry Partners who give their valuable inputs in making this participant handbook.

We hope that this participant handbook will be able to provide a sound learning support to our young friends to aspire to build their career in the beauty and wellness industry.

Symbols Used



Key Learning
Outcomes



Steps



Notes



Unit
Objectives



Practical



Exercise

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1. Introduction to the Program



Unit 1.1 – Objectives of the Program

Unit 1.2 – Beauty and Wellness Industry



Key Learning Outcomes

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

1. Talk about the beauty and wellness industry
2. Prepare and maintain work area for pedicure / manicure
3. Perform manicure and pedicure services
4. Perform the spa manicure and pedicure services
5. Maintain health and safety at the workplace
6. Create a positive impression at the workplace

UNIT 1.1: Objectives of the Program

Unit Objectives

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

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

1.1.1 Introduction

The beauty and wellness sector is a growing sector in India. It has shown consistent growth in the last few years and has contributed significantly to the economic growth of the country. It has created huge employment opportunities across the country and can easily be termed as a leading employer. There are many factors which contribute to this phenomenal growth including rising consumerism globalisation and the changing lifestyle of the Indian consumer as well as an increasing rate of wellness tourism.



Fig. 1.1.1 Pedicurist and Manicurist

The rapid growth of the beauty and wellness industry has created a large demand for trained beauty operators both nationally and globally.

Currently a talent gap exists between the growth and expansion and the existing skilled personnel.

1.1.2 Pedicurist and Manicurist

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

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

Roles and Responsibilities of a Pedicurist and Manicurist

A Pedicurist and Manicurist needs to be aware of the basics of Manicure and Pedicure, health and hygiene, safety and needs to be knowledgeable about various beauty products. A Pedicurist and Manicurist is expected to perform basic manicure and pedicure and provide spa manicure, pedicure services too.

The person also assists in salon ambience maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them.

Attributes of a Pedicurist and Manicurist

- Make the customer comfortable.
- Understand what the customer needs even when he/she is unable to express.
- Keep the workplace clean as it is the first attribute which convinces the customer to take your services.
- *Clean Personal Appearance* - Maintain a clean personal appearance. Customers may not like to take your services if you have a shabby or messy demeanour. Beware of body odour, bad breath and over all hygiene.
- *Make suitable suggestions* – If you catch your customer confused and indecisive, use the opportunity to suggest the best for him/her. Customers may like it and appreciate. You are not at a loss anyway.
- *Do not be in a hurry* – Do not rush the customer out. If you are attending to the customer, make sure you give him/her proper time.
- *Keep your knowledge updated* – You must be abreast of all the important updates in your field so that if the client has any questions, you are be able to answer appropriately.
- *Respect your customer* – Respect the decision of your customers and do not force your opinion. Ultimately, it is their decision about the services they wish to take from you and you must respect that.
- *Have knowledge about products* – A Pedicurist and Manicurist must be able to tell what products are suitable for the customer. For instance if a customer having dry skin ask for a face cream then a Pedicurist and Manicurist must recommend the most suitable product keeping the skin type in mind. This can happen only if she has knowledge about available products.
- *Proficiency in communication* – As much as a Pedicurist and Manicurist needs to be efficient in her skills, she needs to have good communication skills as well. Pedicurist and Manicurist first deals with customer with her communication skills and later with beauty skills. Therefore, she has to be warm and welcoming, should give details, must not fumble and be clear with what she says.
- *Good body language* – A Pedicurist and Manicurist must not be stressed over handling customers. Her body language should be easy yet active, she should seem happy to work and give her services, must smile and be quick at her work.

Notes



UNIT 1.2: Beauty and Wellness Industry

Unit Objectives

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

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

1.2.1 The Beauty Industry in India

Though the beauty and wellness industry is new in India, there is increasing awareness about health and well-being. The beauty and grooming industry in the country is booming, thanks to the growing desire among, both, men and women to look stylish and feel good.

The urban beauty parlour market in India is growing rapidly. A KPMG Wellness sector report projects that the size of India's beauty and wellness market will nearly double by 2018.

The beauty business is blooming so much that many private equally firms are now investing in it. Specialised hair care is one segment that is doing particularly well.

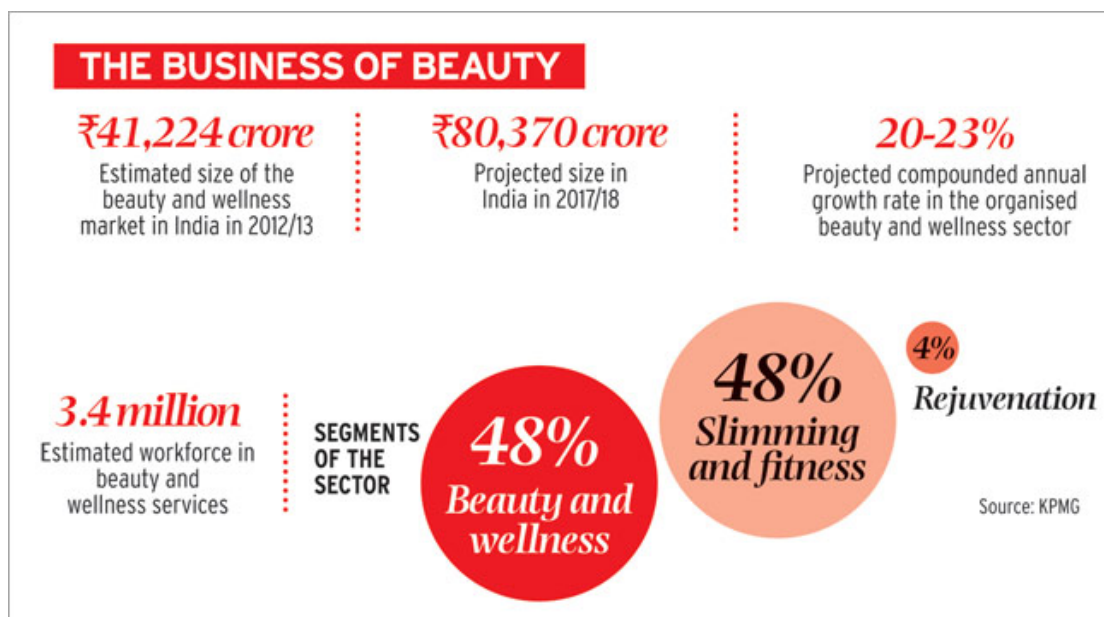


Fig. 1.2.1 The business of Beauty and Wellness in India

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

Bridal make up is another expanding segment. With the wedding market in India growing by leaps and bounds not only does the bride but also friends and relatives visit a beauty parlour to get ready for a wedding. Most beauty parlours of special packages for the bride and her family.

Specialised knowledge is needed for quality beauty treatment. Thus, many beauty training schools have come up across the country. Many leading salon brands have their own academies. For example, VLCC, Shahnaz Hussein and Javed Habib run specialised courses.

The government's Beauty and Wellness Sector Skill Council also runs various training schemes. Naturally, employment opportunities in the sector are booming, too. The KPMG Wellness Report estimates that workforce requirements in the beauty and salon segment will grow from 3.4 million in 2013 to 12.1 million in 2022. Salaries of makeup and beauty professionals vary between Rs 15,000 and Rs 65,000 per month.

Reasons for growth

1. Growing consumerism, rapid urbanisation and rising disposable income
2. Young consumer population is characterised by increased exposure to media, resulting in increased aspiration for beauty
3. Obsession with looking young has put the sector on a high growth trajectory as more and more consumers ask for cosmetic treatments and anti-ageing products
4. Product innovation and an increased demand for looking good

2.1.2 Industry Classification

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

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

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

Rejuvenation Centres - This includes the core spa industry

services, including spa operations, spa education, products and events. The sector primarily offers proactive services aimed at relaxing the body and the mind.

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



Fig. 1.2.2 Beauty and Wellness Industry Classification

Emerging Unisex Services – Many organised segments offer such services and many Unisex beauty and wellness centers are emerging and gaining acceptance.

Expansion in different areas/regions – Apart from urban areas and metro cities, rising awareness is causing the expansion of industry in other areas as well. Low rental and manpower costs also play an important role.

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

Exercise 

1. Which of the following are not the characteristics of a Pedicurist and Manicurist?
 - a. Have knowledge about products
 - b. Good body language
 - c. Clean personal appearance
 - d. Being in hurry
2. What are the current Beauty & Wellness Industry trends?
 - c. Changed Consumer Psyche
 - d. Emerging Unisex Salons
 - e. International Beauty Brands
 - f. All of these
3. List different classifications of beauty and wellness industry?

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Notes 



2. Prepare and Maintain Work Area



Unit 2.1 - Prepare and Maintain the Treatment Work Area



BWS/N9001

Key Learning Outcomes

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

1. Prepare and maintain the treatment area
2. Know how to prepare client record cards
3. Know how to prepare a client for treatment
4. Know about sterilisation and disinfection methods
5. Understand about personal presentation and ideal behaviour
6. Identify ways to dispose of waste correctly

UNIT 2.1: Prepare and Maintain the Treatment Work Area

Unit Objectives

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

1. Prepare and maintain the treatment area
2. Know how to fill client record cards
3. Know how to prepare a client for treatment
4. Know about sterilisation and disinfection methods
5. Understand about personal presentation and ideal behaviour
6. Dispose of waste correctly

2.1.1 Introduction

The work area of a beauty salon should be clean, hygienic and inviting. In this chapter we will focus on how to prepare and maintain the work area for beauty services like makeup, facials, and manicure pedicure. Preparing the work area includes setting up the equipment and the tools needed to carry out the treatment, preparing the seating for the client and yourself.

It also includes understanding how to dispose off waste material after treatments, how to maintain client records and the importance of the personal hygiene and appearance of the therapist.

One of your main duties as a beauty professional will be to assist the senior beauty professional by setting up trolleys and work areas making sure that the materials and equipment needed for a treatment or service are there and by preparing the client for treatment. To be effective, you should know what products, tools and equipment are needed for each treatment.

2.1.2 Record Cards

A client's record card is a document that the salon maintains to keep a record of treatments or services that the client has taken. A Pedicurist and Manicurist can put down comments or suggestions for future treatment of the client and also. Getting information from a client's record card will be one of your first duties as a Pedicurist and Manicurist.

- The card will tell you the treatment the client is booked in for, this enables you to set up the required materials.
- The record card also gives information about the client's skin type, previous products used, likes and dislikes. This will clearly tell you which products to keep ready.
- When collecting a record for a client check the client's name and address carefully to ensure that you have the correct card.
- Hand the card to the Pedicurist and Manicurist before she begins the treatment.

2.1.3 The Treatment Room

A treatment room should be well equipped to handle different treatments. Here are some guidelines for the adequate equipping of a treatment room.



Fig. 2.1.1 The treatment room

Setting up for treatment

You need to set up the trolley with the necessary products and equipment and organise the work area so that everything is hygienic and within reach.

A checklist for setting up a treatment room:

1. The client's record card with a pen
2. The gown the client will wear during the treatment and some hooks for the client's clothes
3. Clean towels laid out
4. The treatment couch should be clean
5. The trolley and other work surfaces should be disinfected
6. The trolley should have the products and tools which will be used during the treatment
7. The trolley should have an adequate amount of cotton wool and tissues