

		<b>Unit ID: 1876</b>
<b>Domain</b>	<b>NAIL TECHNOLOGY</b>	
<b>Title:</b>	<b>Demonstrate the importance of deportment in the nail technology environment</b>	
<b>Level:3</b>		<b>Credits: 4</b>

### Purpose

This unit standard is intended for those who demonstrate the importance of deportment in the nail technology environment. People credited with this unit standard are able to apply communication skills for effective customer service in the nail technology environment; demonstrate deportment in the workplace; maintain good conduct, behaviour and discipline in the workplace.

This unit standard is intended for those who work as nail technician.

### Special Notes

1. Entry information:  
Prerequisite
  - Unit 1157 - *Demonstrate basic knowledge of workplace health and safety*
2. Assessment evidence may be collected from a real workplace or a stimulated workplace or an appropriate simulated environment in which nail technology services are carried out.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' specifications and/or workplace guidelines and instructions.
4. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 11, 2007
  - Occupational Health and Safety Regulations No. 18, 1997 and all subsequent amendments
5. Performance of all elements in this unit standard must comply with industry standards.
6. This unit standard applies to all nail technicians and range of people from different social, cultural or ethnic background,

### Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Apply communication skills for effective customer service in the nail technology environment**

#### **Performance Criteria**

- 1.1 Methods of communication are explained in terms of creating a professional image in the nail technology environment.
- 1.2 The significance of non-verbal communication in the nail technology environment is explained within the context of maintaining a customer/salon technician relationship.
- 1.3 The importance of interpersonal skills is explained within the context of active listening to interpret client's messages and give feedback.

### **Element 2: Demonstrate deportment in the workplace**

#### **Performance Criteria**

- 2.1 The importance of deporting is explained in terms of image, personal presentation and appearance, style and well-being in the nail technology environment.
- 2.2 Regulations relating to dress and grooming are applied in accordance with organisational requirement.
- 2.3 The importance of dress code, personal hygiene and behaviour is explained within the context of how they improve personal image in the workplace.
- 2.4 Causes and outcomes of poor posture are identified and explained with examples.
- 2.5 Good posture is explained with examples.

### **Element 3: Maintain good conduct, behaviour and discipline in the workplace**

#### **Performance Criteria**

- 3.1 Principle of good conduct and discipline are explained in accordance with organisational requirements.
- 3.2 Personal standards required of a professional in the nail industry is explained in own work context.
- 3.3 Guidelines of deportment in the workplace is explained in the context of creating awareness of deportment requirements.

## Registration Data

<b>Subfield:</b>	Cosmetology
<b>Date first registered:</b>	29 November 2018
<b>Date this version registered:</b>	29 November 2018
<b>Anticipated review:</b>	2023
<b>Body responsible for review:</b>	Namibia Training Authority