

# **Esthetician**

**Provincial Occupational Standard      2023**

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Ramona Boeve	<i>Parlür Cosmetology Salon &amp; Spa</i>
Tricia Fontaine-Unger	<i>Avenue at Home</i>
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Paula Leck	<i>The Secret Service</i>
Elena Zinchenko	<i>Ten Spa</i>

This occupational standard was prepared by the Training Standards Unit of Apprenticeship Manitoba. The coordinating, facilitating and processing of this standard were undertaken by Jeff Castillo and Margaret Orina.

**Comments or questions about this Provincial Occupational Standard may be forwarded to:**

Training Standards Unit  
Apprenticeship Manitoba  
100-111 Lombard Avenue, Winnipeg, Manitoba R3B 0T4  
Email: [apprenticeship@gov.mb.ca](mailto:apprenticeship@gov.mb.ca)

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## STRUCTURE OF THE OCCUPATIONAL STANDARD

To facilitate the understanding of the occupation, the work performed by tradespersons is divided into the following categories:

<b>Major Work Activity</b>	the largest division within the occupational standard that is comprised of a distinct set of trade activities
<b>Tasks</b>	distinct actions that describe the activities within a major work activity
<b>Sub-tasks</b>	distinct actions that describe the activities within a task
<b>Key Competencies</b>	activities that a person should be able to do in order to be called 'competent' in the trade

The occupational standard also provides the following information:

<b>Trends</b>	changes identified that impact or will impact the trade including work practices, technological advances, and new materials and equipment
<b>Context</b>	information to clarify the intent and meaning of tasks
<b>Required Knowledge</b>	the elements of knowledge that an individual must acquire to adequately perform a task

The appendices located at the end of the occupational standard are described as follows:

<b>Appendix A – Implements</b>	a non-exhaustive list of implements and equipment used in this trade
<b>Appendix B – Glossary</b>	definitions or explanations of selected technical terms used in the occupational standard
<b>Appendix C – Acronyms</b>	a list of acronyms used in the standard with their full name
<b>Appendix D – Major Work Activity and Task Weighting</b>	the major work activity and task percentages which determine the number of questions for each major work activity and task in the provincial certification exam
<b>Appendix E – Pie Chart</b>	a graph which depicts the percentages of exam questions assigned to major work activities
<b>Appendix F – Task Profile Chart</b>	a chart which outlines the major work activities, tasks and sub-tasks of this occupational standard

## **OCCUPATIONAL STANDARD**

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance to industry in Manitoba. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties are aware of circumstances and conditions that may lead to injury or harm. Safe learning experiences and work environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

Safety-conscious attitudes and work practices contribute to a healthy, safe and accident-free work environment. It is imperative to apply and be familiar with workplace health and safety legislation and regulations including Workplace Hazardous Materials Information System (WHMIS) and Safety Data Sheet (SDS). Estheticians are responsible for ensuring the safety of themselves and others in the practice of infection control and maintaining a safe work environment. They must follow business protocols and jurisdictional regulations. It is critical that Estheticians be constantly aware of their surroundings and the hazards they may encounter.

Safety education is an integral part of training. As safety is an imperative part of all trades, it is assumed and therefore it is not included as a qualifier of any activities. However, the technical safety tasks and sub-tasks specific to the trade are included in this occupational standard.



## SCOPE OF THE ESTHETICIAN TRADE

Estheticians provide a service to individuals through their professional knowledge and expertise in the services of nail and skin care.

The Esthetician trade is comprised of two sub-component trades: Nail Technician and Skin Care Technician. The scope of Nail Technician includes work involved with hands, feet and nails. The scope of Skin Care Technician includes work involved with skin and body care, and hair removal and enhancements.

A Nail Technician performs the following tasks:

- Maintains a safe workplace environment
- Performs infection control
- Completes client information
- Performs reception duties
- Performs spa management functions
- Performs consultation and obtains client consent
- Provides post-treatment care
- Uses communication and mentoring techniques
- Performs manicures and pedicures
- Performs artificial nail applications

A Skin Care Technician performs the following tasks:

- Maintains a safe workplace environment
- Performs infection control
- Completes client information
- Performs reception duties
- Performs spa management functions
- Performs consultation and obtains client consent
- Provides post-treatment care
- Uses communication and mentoring techniques
- Performs body treatments
- Performs skin treatments
- Performs hair removal
- Performs eyelash/eyebrow tints, lifts, perms, extensions and basic makeup application

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## **OCCUPATIONAL OBSERVATIONS**

The demand for esthetic services has changed significantly over the past decade. Recent trends in the industry have led to a more diversified trade for Estheticians. Increased knowledge is required because of the wide range of products available for specific applications. New products have led to new and revised techniques. This trend has altered the role and skill requirements of Estheticians.

There is a need for thorough pre-service and post-service consultations between the Esthetician and the client. Estheticians are expected to retail products for at-home maintenance programs, further expanding the marketing, product knowledge and skills required in the trade.

Estheticians are required to follow current health and safety standards and protocols.

## MAJOR WORK ACTIVITY A

## PERFORMS SAFETY AND INFECTION CONTROL

### Trends

Growing concerns of the spread of communicable diseases have led to an increased emphasis on safety and sanitation. Disposable equipment and supplies are more widely used for safety and sanitation. There is also an ever-increasing importance placed on the standardization of protocols and procedures related to safety, sterilization and sanitation.

### Task A-1

### Maintains a safe workplace environment.

### Context

Estheticians must ensure that the workplace environment is safe and sanitary at all times. They must also sterilize implements and dispose of hazardous materials according to established procedures. They must ensure first aid procedures are available.

### Required Knowledge

A-1.K1	applicable safety and health standards, and provincial and local regulations
A-1.K2	occupational health hazards and methods of prevention
A-1.K3	PPE equipment, SDS and WHMIS
A-1.K4	types of implements and their maintenance procedures
A-1.K5	sharps containers for disposal of sharp-edged objects
A-1.K6	safety practices and regulations for implements and electric tools
A-1.K7	chemicals and their related hazards
A-1.K8	classes of fires and extinguishers
A-1.K9	fire safety procedures
A-1.K10	storage and handling of flammable liquids and materials
A-1.K11	basic first aid procedures

**Sub-task****A-1.01           Assesses workplace safety.****Key Competencies**

- A-1.01.01           identify health and safety hazards
  - A-1.01.02           abide by applicable provincial and local legislation and regulations
- 

**Sub-task****A-1.02           Cares for common implements.****Key Competencies**

- A-1.02.01           identify types of implements
  - A-1.02.02           perform equipment maintenance procedures
  - A-1.02.03           perform disposal of sharps containers according to applicable regulations
  - A-1.02.04           apply safety practices and regulations for implements
  - A-1.02.05           apply safety practices and regulations for electric tools
  - A-1.02.06           apply safety practices and regulations for disposable tools
- 

**Sub-task****A-1.03           Handles hazardous materials safely.****Key Competencies**

- A-1.03.01           implement procedures according to SDS and WHMIS
  - A-1.03.02           execute disposal of PPE
  - A-1.03.03           apply procedures for disposal of contaminated linens
  - A-1.03.04           apply procedures for disposal of hazardous materials
  - A-1.03.05           apply storage procedures of hazardous materials
-

**Sub-task****A-1.04                      Performs first aid.****Key Competencies**

A-1.04.01	identify location of first aid kit
A-1.04.02	use applicable PPE
A-1.04.03	assess level of risks
A-1.04.04	perform emergency protocols
A-1.04.05	conduct first aid procedures
A-1.04.06	obtain client health information via signed consent form

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**Task A-2                      Performs infection control.**

**Context**                      Estheticians must maintain sanitary procedures for workstations and equipment. They must follow established procedures for sanitizing and sterilizing implements and linens. They must maintain a professional appearance and good personal hygiene.

**Required Knowledge**

A-2.K1	types of medical grade disinfectants
A-2.K2	disinfection procedures for treatment area
A-2.K3	disinfection procedures for equipment
A-2.K4	groups of implements for disposal or sterilization
A-2.K5	decontamination procedures for implements
A-2.K6	use of autoclave
A-2.K7	use of hospital-grade liquid solutions
A-2.K8	use of UV equipment
A-2.K9	spore testing procedure
A-2.K10	storage procedures for sterilized implements
A-2.K11	linen inventory procedure
A-2.K12	use of washer and dryer
A-2.K13	storage procedures for sanitized linens

A-2.K14 professional attire and personal hygiene

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**Sub-task**

**A-2.01 Sanitizes workstation and equipment.**

**Key Competencies**

- A-2.01.01 identify medical grade disinfectants
  - A-2.01.02 disinfect treatment area
  - A-2.01.03 disinfect equipment according to manufacturer's specifications
  - A-2.01.04 disinfect all product containers used
- 

**Sub-task**

**A-2.02 Sanitizes and sterilizes implements.**

**Key Competencies**

- A-2.02.01 wash hands before and after touching contaminated implements
  - A-2.02.02 identify groups of implements for either disposal or sterilization
  - A-2.02.03 wash and dry implements with antibacterial soap and water
  - A-2.02.04 use autoclave to sterilize metal implements
  - A-2.02.05 use hospital-grade liquid solutions or UV equipment to sterilize non-metal implements
  - A-2.02.06 perform spore testing according to autoclave's manufacturer's specifications
  - A-2.02.07 store sterilized implements in designated sanitized area
- 

**Sub-task**

**A-2.03 Sanitizes linens.**

**Key Competencies**

- A-2.03.01 manage existing stocks to ensure an adequate supply of clean linens

- |           |   |
|-----------|---|
| A-2.03.02 | use washer and dryer according to manufacturer's specifications   |
| A-2.03.03 | ensure linens are sanitized after each use to avoid contamination |
| A-2.03.04 | store sanitized linens in designated sanitized area               |
- 

**Sub-task**

**A-2.04 Practices personal hygiene.**

**Key Competencies**

- |           |  |
|-----------|--|
| A-2.04.01 | wear clean and professional attire       |
| A-2.04.02 | maintain personal hygiene and grooming   |
| A-2.04.03 | refrain from using scented products      |
| A-2.04.04 | wash hands before and after each service |

## MAJOR WORK ACTIVITY B

## EXECUTES BUSINESS FUNDAMENTALS

<b>Trends</b>	Technology in the Esthetician trade is used for scheduling, recordkeeping, and bookkeeping. Documentation of the client records is essential in cases of liability and client's confidentiality.
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<b>Task B-3</b>	<b>Completes client information.</b>
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<b>Context</b>	Estheticians must obtain signed consent. They must maintain an organized and secure filing system and records. They must maintain client confidentiality and ethical behaviour.
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### Required Knowledge

B-3.K1	FIPPA and PHIA
B-3.K2	computerized reservation and customer profile systems
B-3.K3	procedures to complete consent form
B-3.K4	procedures to complete client record card
B-3.K5	procedures to record services provided and results of treatments
B-3.K6	file keeping procedures
B-3.K7	client confidentiality
B-3.K8	workplace professional ethics
B-3.K9	client and staff diversity

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### Sub-task

<b>B-3.01</b>	<b>Obtains signed consent for personal and medical information.</b>
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### Key Competencies

B-3.01.01	record personal and medical information according to FIPPA and PHIA
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B-3.01.02	use secure computerized reservation and customer profile systems
B-3.01.03	complete consent form
B-3.01.04	obtain signed consent for personal and medical information, and applicable services
B-3.01.05	confirm changes to personal and medical information for each visit with signed consent

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#### **Sub-task**

#### **B-3.02           Records treatment history.**

##### **Key Competencies**

B-3.02.01	complete client record card and obtain signature
B-3.02.02	record services provided
B-3.02.03	record results of treatments

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#### **Sub-task**

#### **B-3.03           Maintains an organized filing system.**

##### **Key Competencies**

B-3.03.01	use a secure system for file keeping according to FIPPA and PHIA
B-3.03.02	review and update files as needed

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#### **Sub-task**

#### **B-3.04           Practices ethical behaviour.**

##### **Key Competencies**

B-3.04.01	maintain client confidentiality
B-3.04.02	demonstrate professional ethics
B-3.04.03	follow workplace code of ethics, policies and procedures
B-3.04.04	respond to diversity of client and staff needs

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**Task B-4****Performs reception duties.**

**Context** Estheticians must professionally interact with clients and perform reception duties. They must have the knowledge and ability to recommend retail products and services.

**Required Knowledge**

B-4.K1	reception and telephone etiquette
B-4.K2	intake forms
B-4.K3	scheduling systems
B-4.K4	product and service knowledge
B-4.K5	complaint handling protocols

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**Sub-task****B-4.01 Interacts with clients.****Key Competencies**

B-4.01.01	greet and direct clients
B-4.01.02	provide client with intake forms
B-4.01.03	schedule appointments
B-4.01.04	handle client complaints according to company policies and procedures
B-4.01.05	apply telephone etiquette according to company policies and procedures

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**Sub-task****B-4.02 Performs retail recommendations.****Key Competencies**

B-4.02.01	demonstrate knowledge of services and products
B-4.02.02	complete sales and service transactions

- B-4.02.03 maintain merchandising display
- B-4.02.04 maintain current retail promotions

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**Task B-5****Performs spa management functions.**

**Context** Estheticians must maintain accurate sales records, working hours and inventory.

**Required Knowledge**

- B-5.K1 basic cash float count
- B-5.K2 esthetician sales report
- B-5.K3 end-of-day POS reports
- B-5.K4 time sheets, and procedures for recording and submitting working hours
- B-5.K5 stocking and inventory procedures
- B-5.K6 ordering procedures
- B-5.K7 sales trends analysis

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**Sub-task****B-5.01 Records individual sales intake.****Key Competencies**

- B-5.01.01 maintain cash float
- B-5.01.02 obtain individual esthetician sales report
- B-5.01.03 perform end-of-day POS reports

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**Sub-task****B-5.02 Records working hours.****Key Competencies**

- B-5.02.01 complete time sheets

- |           |                      |
|-----------|----------------------|
| B-5.02.02 | record working hours |
| B-5.02.03 | submit working hours |

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**Sub-task**

**B-5.03            Maintains inventory control.**

**Key Competencies**

- |           |   |
|-----------|---|
| B-5.03.01 | rotate stocks according to expiry dates                         |
| B-5.03.02 | maintain accurate inventory numbers                             |
| B-5.03.03 | report missing or outstanding products                          |
| B-5.03.04 | check inventory to determine stock                              |
| B-5.03.05 | determine re-order point, and schedule purchases and deliveries |
| B-5.03.06 | check delivery receipts and verify invoices                     |
| B-5.03.07 | analyse sales trends  |

## MAJOR WORK ACTIVITY C

## PERFORMS COMMON OCCUPATIONAL SKILLS

<b>Trends</b>	Changes are always occurring with new products and services, and the technologies associated with them. This has led to increased public awareness and demand for these new trends.
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### Task C-6

### Performs consultation and obtains client consent.

<b>Context</b>	Estheticians must maintain a welcoming environment for clients. They must also obtain client-signed consent. They must perform consultation and recommend applicable treatment or service.
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#### Required Knowledge

C-6.K1	types of interpersonal and communication skills
C-6.K2	facility layout/floor plan
C-6.K3	FIPPA and PHIA acts and regulations
C-6.K4	contraindications of service
C-6.K5	medical conditions (physical and medication) and side effects, including basic oncology
C-6.K6	allergy testing procedures
C-6.K7	skin and nail conditions, disorders and diseases
C-6.K8	scope of practice
C-6.K9	types of add-on treatment or services

#### Sub-task

<b>C-6.01</b>	<b>Introduces client to spa.</b>
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#### Key Competencies

C-6.01.01	perform interpersonal skills
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- C-6.01.02          perform communication skills
  - C-6.01.03          familiarity with facility layout
- 

**Sub-task**

**C-6.02              Obtains signed consent.**

**Key Competencies**

- C-6.02.01          interpret FIPPA and PHIA acts and regulations
  - C-6.02.02          recognize and explain contraindications of service
- 

**Sub-task**

**C-6.03              Performs analysis for service requested.**

**Key Competencies**

- C-6.03.01          review and discuss signed consent
  - C-6.03.02          consult and visually examine area of treatment (skin and/or nails)
  - C-6.03.03          perform allergy test prior to treatment
- 

**Sub-task**

**C-6.04              Recommends treatment or service.**

**Key Competencies**

- C-6.04.01          recognize and recommend alternate services within scope of practice
- C-6.04.02          refer client to medical professionals if needed
- C-6.04.03          communicate add-on treatment or services

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**Task C-7****Provides post-treatment care.**

**Context** Estheticians must recommend post-care product suggestions and protocols. They must provide recommendations for follow-up treatment.

**Required Knowledge**

C-7.K1	product knowledge
C-7.K2	post-care protocols
C-7.K3	product use
C-7.K4	timeline of follow-up treatment
C-7.K5	booking procedures

---

**Sub-task**

**C-7.01** Provides post-treatment care information.

**Key Competencies**

C-7.01.01	educate client about post-care regimen
C-7.01.02	provide post-care protocols

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**Sub-task**

**C-7.02** Provides post-treatment retail recommendation.

**Key Competencies**

C-7.02.01	educate client on home care product recommendations
C-7.02.02	educate client on directions for product use

---

**Sub-task**

**C-7.03**                **Recommend and book follow-up treatment.**

**Key Competencies**

- C-7.03.01            provide recommendation and timeline for follow-up treatment
- C-7.03.02            book follow-up treatment

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**Task C-8****Uses communication and mentoring techniques.**

**Context**                Estheticians must be able to accurately communicate and actively listen for work tasks, during meetings, and when working with others. Coaching and mentoring skills are essential to this trade when training apprentices.

**Required Knowledge**

- C-8.K1                trade terminology
- C-8.K2                effective verbal and non-verbal communication
- C-8.K3                types of communication and learning styles
- C-8.K4                personal responsibilities and attitudes including continuing education for effective work performance
- C-8.K5                harassment and discrimination policies
- C-8.K6                mentoring techniques and strategies for teaching workplace skills
- C-8.K7                techniques for providing feedback
- C-8.K8                organizational structure and communication protocols

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**Sub-task**

**C-8.01**                **Uses communication techniques.**

**Key Competencies**

- C-8.01.01            demonstrate two-way communication practices
- C-8.01.02            use active listening practices
- C-8.01.03            receive and respond to feedback on work



- C-8.01.04 use questioning to improve communication
  - C-8.01.05 participate in safety and information meetings
- 

**Sub-task**

**C-8.02 Uses mentoring techniques.**

**Key Competencies**

- C-8.02.01 identify and communicate learning objectives
- C-8.02.02 demonstrate performance of a skill to an apprentice
- C-8.02.03 set up conditions required for an apprentice to practice a skill
- C-8.02.04 assess apprentice's ability to perform tasks with increasing independence
- C-8.02.05 give supportive and corrective feedback
- C-8.02.06 support apprentices in pursuing technical training opportunities
- C-8.02.07 support equity group apprentices
- C-8.02.08 implement probationary period for apprentices to assess their suitability to the trade

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## MAJOR WORK ACTIVITY D

## PERFORMS NAIL CARE SERVICES

**Trends** There has been an increase in the variety of products and services available for application techniques. This ongoing trend has led to the development of new equipment, technology and methods.

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### Task D-9

### Performs manicures and pedicures.

**Context** Estheticians must follow protocols and procedures when performing manicures and pedicures. They must perform sanitizing procedures and assess nail and skin health.

#### Required Knowledge

D-9.K1	sanitizing procedures for manicure and pedicure treatment area and equipment
D-9.K2	sterilizing procedures for manicure and pedicure implements
D-9.K3	skin and nail diseases and disorders
D-9.K4	treatment contraindications to medical conditions, medications and products
D-9.K5	nail service protocols and procedures
D-9.K6	product specifications and manufacturer's specifications
D-9.K7	nail shapes and anatomy
D-9.K8	types of filing implements and equipment
D-9.K9	various massage techniques
D-9.K10	gel/polish application and curing

---

#### Sub-task

**D-9.01** Assesses nail and skin health.

#### Key Competencies

D-9.01.01 sanitize hands, apply gloves and wear masks

D-9.01.02	sanitize client's hands and/or feet
D-9.01.03	examine client's hands and/or feet for diseases and disorders
D-9.01.04	examine client's hands and/or feet for visible contraindications
D-9.01.05	determine if service is appropriate

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#### **Sub-task**

#### **D-9.02            Prepares nails.**

#### **Key Competencies**

D-9.02.01	select the desired colour, method and product of application
D-9.02.02	remove nail enamel and nail embellishments
D-9.02.03	return nail to natural form

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#### **Sub-task**

#### **D-9.03            Shapes nails.**

#### **Key Competencies**

D-9.03.01	consult with client and recommend nail shape
D-9.03.02	cut and file nails to desired shape uniformly

---

#### **Sub-task**

#### **D-9.04            Soaks and conditions cuticles.**

#### **Key Competencies**

D-9.04.01	determine cuticle softening method
D-9.04.02	determine pterygium removal method
D-9.04.03	determine and use equipment
D-9.04.04	treat cuticles

D-9.04.05          remove keratinized proximal nail fold

---

**Sub-task**

**D-9.05                  Repairs natural nails.**

**Key Competencies**

D-9.05.01          select nail repair method, product and equipment

D-9.05.02          perform the repair

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**Sub-task**

**D-9.06                  Reduces calluses.**

**Key Competencies**

D-9.06.01          determine method of callus removal

D-9.06.02          use industry specific equipment and tools (sterilized or disposable)

D-9.06.03          use products and equipment with proper technique

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**Sub-task**

**D-9.07                  Massages limbs.**

**Key Competencies**

D-9.07.01          select and apply massage products

D-9.07.02          apply massage techniques

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**Sub-task**

**D-9.08**            **Applies nail enamel.**

**Key Competencies**

- D-9.08.01            dehydrate and prepare nails
- D-9.08.02            apply gel/polish according to manufacturer's specifications
- D-9.08.03            remove polish from skin and under nail

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**Task D-10****Performs artificial nail applications.**

**Context**            Estheticians must perform sanitizing procedures and assess nail and skin health. They must prepare, repair and execute artificial nail applications according to manufacturer's specifications.

**Required Knowledge**

- D-10.K1            sanitizing procedures for artificial nail treatment area and equipment/implements
- D-10.K2            skin and nail diseases and disorders
- D-10.K3            treatment contraindications to medical conditions, medications and products
- D-10.K4            nail service protocols and procedures
- D-10.K5            product specifications and manufacturer's specifications
- D-10.K6            nail shapes and anatomy
- D-10.K7            types of filing implements and equipment
- D-10.K8            various massage techniques
- D-10.K9            gel/polish application and curing

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**Sub-task**

**D-10.01**            **Assesses nail and skin health.**

**Key Competencies**

- D-10.01.01            sanitize hands, apply gloves and wear masks

D-10.01.02	sanitize client's hands and/or feet
D-10.01.03	examine client's hands and/or feet for diseases and disorders
D-10.01.04	examine client's hands and/or feet for visible contraindications
D-10.01.05	determine if service is appropriate

---

**Sub-task**

**D-10.02            Prepares for artificial nail application.**

**Key Competencies**

D-10.02.01	select the desired colour, method and product of application
D-10.02.02	remove nail enamel and embellishments
D-10.02.03	prepare and dehydrate nail surface according to manufacturer's specifications

---

**Sub-task**

**D-10.03            Executes and repairs artificial nail applications.**

**Key Competencies**

D-10.03.01	use desired products according to manufacturer's specifications
D-10.03.02	use implements and tools according to proper techniques
D-10.03.03	use equipment according to manufacturer's specifications
D-10.03.04	shape artificial nails to client's desire
D-10.03.05	apply gel/polish according to manufacturer's specifications

---

**MAJOR WORK ACTIVITY E****PERFORMS SKIN CARE SERVICES**

<b>Trends</b>	There has been an advancement in technology for face, body and hair removal treatments. There is also an increased awareness in advanced body and skin care services, as well as cosmetic enhancements.
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**Task E-11****Performs body treatments.**

<b>Context</b>	Estheticians must perform sanitizing procedures and perform skin analysis prior to performing body treatments. They must select appropriate skin care products and perform body treatments.
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**Required Knowledge**

E-11.K1	sanitizing procedures for body treatment area, implements and equipment
E-11.K2	skin diseases and disorders
E-11.K3	body treatment contraindications to medical conditions, medications, products and technology interactions
E-11.K4	body treatment protocols and procedures
E-11.K5	product specifications and manufacturer's instructions
E-11.K6	body anatomy
E-11.K7	types of implements and equipment usage according to manufacturer's instructions
E-11.K8	various body massage techniques

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**Sub-task**

<b>E-11.01</b>	<b>Performs skin analysis.</b>
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**Key Competencies**

E-11.01.01	sanitize hands, apply gloves and wear masks
E-11.01.02	examine client's skin for diseases and disorders

E-11.01.03	examine client's skin for visible contraindications
E-11.01.04	determine if service is appropriate

---

#### **Sub-task**

**E-11.02**            **Determines specific products to be applied.**

#### **Key Competencies**

E-11.02.01	select products for skin type and/or service
E-11.02.02	use products according to manufacturer's instructions

---

#### **Sub-task**

**E-11.03**            **Executes body treatments.**

#### **Key Competencies**

E-11.03.01	perform body treatment protocols according to spa standards and manufacturer's instructions
E-11.03.02	identify and apply massage techniques
E-11.03.03	operate equipment according to spa standards and manufacturer's instructions

---

### **Task E-12**

#### **Performs skin treatments.**

**Context**            Estheticians must perform sanitizing procedures and perform skin analysis prior to performing skin treatments. They must select appropriate skin care products and perform skin treatments.

#### **Required Knowledge**

E-12.K1	sanitizing procedures for facial treatment area, implements and equipment
E-12.K2	skin diseases and disorders
E-12.K3	skin treatment contraindications to medical conditions, medications, products and technology interactions
E-12.K4	skin treatment protocols and procedures



E-12.K5	product specifications and manufacturer's instructions
E-12.K6	skin and body anatomy
E-12.K7	types of implements and equipment usage according to manufacturer's instructions
E-12.K8	desincrustation
E-12.K9	massage techniques
E-12.K10	skin mask products, toner and protective products
E-12.K11	advanced facial treatments

---

#### **Sub-task**

#### **E-12.01 Performs skin analysis.**

##### **Key Competencies**

E-12.01.01	sanitize hands, apply gloves and wear masks
E-12.01.02	remove makeup
E-12.01.03	examine client's skin condition using magnifying equipment
E-12.01.04	examine client's skin for visible contraindications
E-12.01.05	examine client's skin for diseases and disorders
E-12.01.06	determine if service is appropriate

---

#### **Sub-task**

#### **E-12.02 Cleanses and exfoliates skin.**

##### **Key Competencies**

E-12.02.01	determine skin-specific products
E-12.02.02	apply cleansing products according to product specifications
E-12.02.03	apply cleansing products according to equipment manufacturer's directions
E-12.02.04	exfoliate according to product specifications
E-12.02.05	exfoliate according to equipment manufacturer's directions

---

**Sub-task**

**E-12.03            Performs extractions.**

**Key Competencies**

- E-12.03.01        change or apply new gloves
  - E-12.03.02        identify skin tolerance
  - E-12.03.03        soften the pores using desincrustation
  - E-12.03.04        extract using manual techniques, implements or disposable tools
  - E-12.03.05        apply post-extraction method (high frequency and/or post extraction products)
- 

**Sub-task**

**E-12.04            Performs massage.**

**Key Competencies**

- E-12.04.01        select skin-specific products
  - E-12.04.02        apply massage techniques manually
  - E-12.04.03        apply massage techniques using tools/equipment according to manufacturer's specifications
  - E-12.04.04        remove products
- 

**Sub-task**

**E-12.05            Applies skin mask products.**

**Key Competencies**

- E-12.05.01        select skin-specific products
- E-12.05.02        use various application techniques according to product specifications

E-12.05.03	use equipment according to manufacturer's specifications
E-12.05.04	remove products

---

**Sub-task**

**E-12.06           Applies toner.**

**Key Competencies**

E-12.06.01	select skin-specific products
E-12.06.02	apply toner using selected methods

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**Sub-task**

**E-12.07           Applies protective products.**

**Key Competencies**

E-12.07.01	select skin-specific products
E-12.07.02	apply skin-specific products in sequential order

---

**Sub-task**

**E-12.08           Performs advanced facial treatments.**

**Key Competencies**

E-12.08.01	select and perform skin-specific chemical-based treatment
E-12.08.02	select and perform skin-specific technology-based treatment
E-12.08.03	select and perform skin-specific implement-based treatment

---

**Task E-13****Performs hair removal.**

**Context** Estheticians must follow protocols and procedures for sanitation, sterilization and use of implements and equipment. They must assess skin health for contraindications for service. They must execute applicable hair removal service.

**Required Knowledge**

E-13.K1	sanitizing procedures, implements and equipment
E-13.K2	skin diseases and disorders
E-13.K3	hair removal treatment contraindications to medical conditions, medications, products and technology interactions
E-13.K4	hair removal protocols and procedures
E-13.K5	product specifications and manufacturer's instructions
E-13.K6	skin and body anatomy
E-13.K7	types of implements and equipment usage according to manufacturer's instructions
E-13.K8	eyebrow mapping
E-13.K9	hair removal techniques
E-13.K10	after-care products and recommendations

---

**Sub-task****E-13.01 Performs skin analysis.****Key Competencies**

E-13.01.01	sanitize hands, apply gloves and wear masks
E-13.01.02	examine client's skin condition using magnifying equipment
E-13.01.03	examine client's skin for visible contraindications
E-13.01.04	examine client's skin for diseases and disorders
E-13.01.05	determine if service is appropriate and discuss options for hair removal

---

**Sub-task**

**E-13.02            Prepares skin for hair removal.**

**Key Competencies**

- E-13.02.01        determine pre-treatment products
  - E-13.02.02        measure and map eyebrow to determine shape
  - E-13.02.03        consult with client to determine desired shape
  - E-13.02.04        determine direction of hair growth
- 

**Sub-task**

**E-13.03            Executes waxing services.**

**Key Competencies**

- E-13.03.01        apply wax according to specifications and hair growth patterns
  - E-13.03.02        remove unwanted hair by using various techniques and tools
  - E-13.03.03        remove excess wax
  - E-13.03.04        tweeze remaining hair with the direction of hair growth
  - E-13.03.05        apply antiseptic and post-care products according to manufacturer's specifications
- 

**Sub-task**

**E-13.04            Executes body sugaring services.**

**Key Competencies**

- E-13.04.01        apply sugaring products according to specifications and hair growth patterns
  - E-13.04.02        remove unwanted hair by using various techniques and tools
  - E-13.04.03        remove excess sugaring products
  - E-13.04.04        tweeze remaining hair with the direction of hair growth
  - E-13.04.05        apply antiseptic and post-care products according to manufacturer's specifications
-

**Sub-task**

**E-13.05**            **Executes threading/banding services.**

**Key Competencies**

- E-13.05.01        select thread according to hair and skin type
  - E-13.05.02        apply two-handed threading, or neck and hand techniques
  - E-13.05.03        tweeze remaining hair with the direction of hair growth
  - E-13.05.04        apply antiseptic and post-care products according to manufacturer's specifications
- 

**Sub-task**

**E-13.06**            **Executes tweezing.**

**Key Competencies**

- E-13.06.01        determine direction of hair growth
  - E-13.06.02        apply tweezing technique using sterilized tweezers and tools
  - E-13.06.03        apply antiseptic and post-care products according to manufacturer's specifications
- 

**Task E-14**

**Performs eyelash/eyebrow tints, lifts, perms, extensions and basic makeup application.**

**Context**            Estheticians must perform sanitizing procedures and protocols of implements and equipment. They must assess skin health and contraindications, and execute service.

**Required Knowledge**

- E-14.K1            sanitizing procedures, implements and equipment
- E-14.K2            skin diseases and disorders
- E-14.K3            contraindications to medical conditions, medications and products
- E-14.K4            protocols and procedures
- E-14.K5            product specifications and manufacturer's instructions
- E-14.K6            skin, face and hair anatomy

E-14.K7	types of implements and equipment usage according to manufacturer's instructions
E-14.K8	eyebrow and eyelash mapping
E-14.K9	treatment techniques and colour theory
E-14.K10	after-care products and recommendations
E-14.K11	eyelash enhancements

---

#### **Sub-task**

**E-14.01          Performs skin analysis.**

#### **Key Competencies**

E-14.01.01	sanitize hands, apply gloves and wear masks
E-14.01.02	examine client's skin condition using magnifying equipment
E-14.01.03	examine client's skin for visible contraindications
E-14.01.04	examine client's skin for diseases and disorders
E-14.01.05	determine if service is appropriate and discuss options
E-14.01.06	determine selection of products, tools and equipment
E-14.01.07	prepare treatment area according to service protocols

---

#### **Sub-task**

**E-14.02          Executes eyelash/eyebrow tinting or henna eyebrow services.**

#### **Key Competencies**

E-14.02.01	measure and map eyebrow to determine shape
E-14.02.02	consult with client to determine desired shape
E-14.02.03	prepare eyelash and/or eyebrow according to service protocols

---

**Sub-task**

**E-14.03**            **Executes eyelash/eyebrow lift, perm and lamination services.**

**Key Competencies**

- E-14.03.01        prepare eyelash and/or eyebrow according to service protocols
  - E-14.03.02        perform eyelash and/or eyebrow service
  - E-14.03.03        perform post-treatment protocols
- 

**Sub-task**

**E-14.04**            **Executes eyelash or eyebrow extension services.**

**Key Competencies**

- E-14.04.01        prepare according to service protocols
  - E-14.04.02        perform service
  - E-14.04.03        perform post-treatment protocols
- 

**Sub-task**

**E-14.05**            **Performs basic makeup applications.**

**Key Competencies**

- E-14.05.01        prepare skin according to skin type and condition
- E-14.05.02        select suitable products for desired outcome
- E-14.05.03        apply makeup artistically
- E-14.05.04        apply strip or cluster eyelash enhancements



## **APPENDICES**

**Common Implements**

adhesive	measuring cups
alcohol	measuring cups and spray bottles
applicator/spray bottle	medical face mask
autoclave	mirrors
autoclave disposable bags	mop
blanket	notebook
booking system	oil heater
broom	paper tissue
bucket	paraffin
calculator	plastic film
cash drawer or register	plastic sheet
client attire (wrap, gown, robe, slippers)	plastic, metal or glass bowl
client record	policy manual
coat racks/hooks	product scale
computer and software	protective cap
cosmetic brush/applicator	recycling container (biohazard)
cotton	retail display shelves/cabinets
dappen dish	safety glasses
disposable undergarment	sanitizing jar
dryer (clothes)	scissors
dustpan	SDS binder
examination sheet	sharps container
eye pads	sheet
eyebrow brush	smock/salon gown
eyewash station	solvent pumps
facial bed	spatula
facial tissues	sponge
finger cots	spore testing kit
first aid kit	sterilizer jar
foil	stir stick
gauze	swivel chair
gloves	telephone/answering machine
hand mirrors	thermo bath
head band	timer
hot towel caddy	towel (terry, paper)
laundry basket	treatment mitt
linens	tweezers
magnifying lamp	UV sanitizer
massage tools	vacuum cleaner
	washing machine

waste can  
water bowl  
wet sanitizer

WHMIS binder  
wooden stick (disposable)  
wooden wax applicator

### **Implements for Nail Technician**

acrylic nail brush  
air brush nail art supplies  
artificial nail form  
artificial nail tip  
buffer  
cuticle nipper  
cuticle scissors  
disposable cuticle stone  
disposable plastic foot bath liner  
disposable plastic paraffin bag  
electric hand and foot mitts  
electric nail file and bit  
emery board (disposable)  
gel nail brush  
hot oil warmer  
ingrown file  
manicure cart  
manicure finger bowl  
manicure pillow  
manicure scissors  
manicure/pedicure lamp  
manicure/pedicure table

metal curette  
metal cuticle pusher  
metal excavator  
metal nail clipper  
metal nail file  
metal or disposable foot file  
metal tip cutter  
nail art brush and embellishment  
nail brush  
nail tip organizer box  
nail wrap (silk or fibreglass)  
pedicure cart  
pedicure client chair  
pedicure foot bath  
pedicure foot rest  
pedicure slippers  
pedicure stool  
pedicure toe separators  
polymer and monomer dish with lid  
suction dust fan  
terry cloth booties and mitts  
UV and/or LED lamp

### **Implements for Skin Care Technician**

ambiance lights  
ambiance music  
balneotherapy tools and equipment  
body brush  
body wraps  
comedones extractor  
cotton thread  
cupping tools  
depilatory sugar and warmer  
dermaplaning disposable blade  
dermaplaning metal implements  
disposable facial sponge  
disposable lancets  
disposable makeup applicator  
disposable spatula

disposable wet wipes  
disposable/sterilizable eyelash perm/lift  
rods  
electric pulverizer  
electric spray machine  
electric trimmer  
exfoliating gloves  
eye goggles  
eyebrow scissors  
eyelash and eyebrow tint disposable tools  
eyelash curler  
eyelash extension disposable/sterilizable  
tools  
eyelash extensions and Health Canada  
approved adhesive

eyelash lift and perm disposable tools  
facial bed  
facial bowl  
facial brush  
facial steamer machine  
facial stool  
facial trolley  
galvanic current machine  
hair cover  
heat lamp  
high frequency machine and  
electrodes  
hot and cold stone set  
hot stone warmer  
hot/cold hammer machine  
hydrotherapy equipment  
infrared light  
light therapy machine  
lymphatic machine

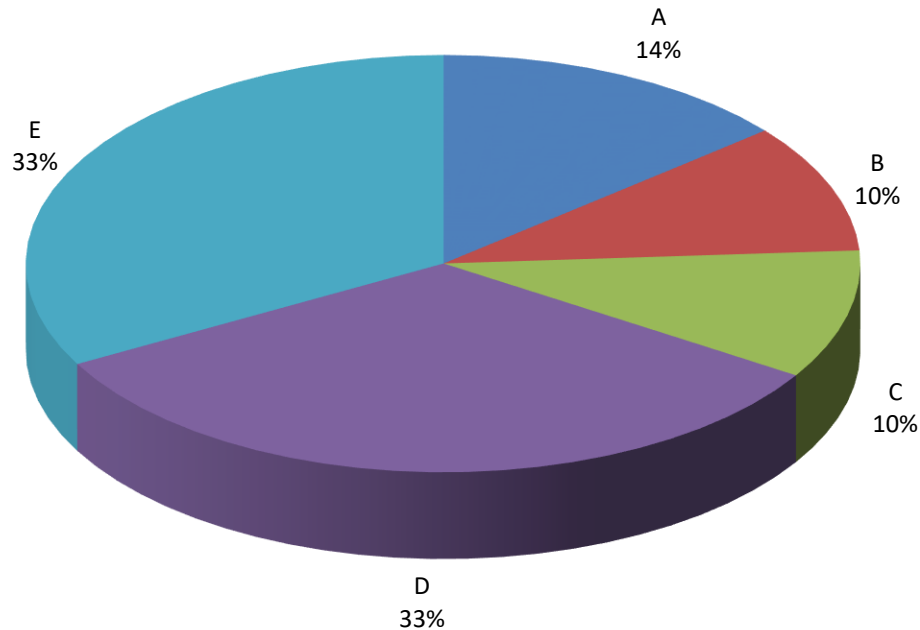
massage table  
metal makeup pallet  
microcurrent machine  
microdermabrasion machine  
microneedling disposable needles  
microneedling disposable roller  
microneedling machine  
muslin cloth strips  
plastic waxing sheets  
rotary brush  
skin analysis equipment  
suction machine  
thermal blanket  
ultrasonic machine  
wax and wax warmer  
wax paper  
wet wipe warmer  
woods lamp

<b>customer profile</b>	includes personal information
<b>desincrustation</b>	deep cleansing treatment (machine or products) that softens and emulsifies sebum and keratin in the follicle
<b>facial treatment (chemical-based)</b>	includes alpha hydroxyl acids (AHA), beta hydroxyl acid (BHA), enzymatic acid, glycolic acid
<b>facial treatment (implement-based)</b>	includes dermaplaning, microneedling
<b>facial treatment (technology-based)</b>	includes ultrasonic, electrotherapy, radio frequency (RF), microdermabrasion, light therapy, skin analysis equipment, microcurrent device
<b>keratinized proximal nail fold</b>	non-living cuticles; dead skin
<b>linen</b>	includes towels, bedding, robes, client's attire
<b>massage techniques</b>	includes hot stone, relaxation, face massage
<b>medical professionals</b>	includes podiatrist, medical doctor, dermatologist
<b>nail embellishments</b>	includes gel polish, nail design, artificial nails
<b>pterygium</b>	an abnormality of the nail unit; it refers to a wing-shaped cutaneous fold arising from the proximal nail fold that fuses with the nail matrix and then the nail bed
<b>skin analysis</b>	includes tactile for texture/elasticity, conditions and verbal, in addition to using specific equipment
<b>spa</b>	a commercial establishment offering wellness and beauty treatments through the means of using professional procedures, protocols and equipment
<b>threading/banding services</b>	excludes hand and mouth technique due to health and safety concerns

<b>FIPPA</b>	The Freedom of Information and Protection of Privacy Act
<b>LED</b>	light emitting diode
<b>PHIA</b>	The Personal Health Information Act
<b>POS</b>	point of sale or point of purchase
<b>PPE</b>	personal protective equipment
<b>SDS</b>	safety data sheet
<b>UV</b>	ultraviolet
<b>WHMIS</b>	Workplace Hazardous Materials Information System

**APPENDIX D****MAJOR WORK ACTIVITY (MWA)  
AND TASK WEIGHTING**

<b>MWA A</b>	<b>PERFORMS SAFETY AND INFECTION CONTROL</b>	<b>14%</b>
Task A-1	Maintains a safe workplace environment.	6%
Task A-2	Performs infection control.	8%
<b>MWA B</b>	<b>EXECUTES BUSINESS FUNDAMENTALS</b>	<b>10%</b>
Task B-3	Completes client information.	3%
Task B-4	Performs reception duties.	2%
Task B-5	Performs spa management functions.	5%
<b>MWA C</b>	<b>PERFORMS COMMON OCCUPATIONAL SKILLS</b>	<b>10%</b>
Task C-6	Performs consultation and obtains client consent.	4%
Task C-7	Provides post-treatment care.	2%
Task C-8	Uses communication and mentoring techniques.	4%
<b>MWA D</b>	<b>PERFORMS NAIL CARE SERVICES</b>	<b>33%</b>
Task D-9	Performs manicures and pedicures.	23%
Task D-10	Performs artificial nail applications.	10%
<b>MWA E</b>	<b>PERFORMS SKIN CARE SERVICES</b>	<b>33%</b>
Task E-11	Performs body treatments.	8%
Task E-12	Performs skin treatments.	9%
Task E-13	Performs hair removal.	8%
Task E-14	Performs eyelash/eyebrow tints, lifts, perms, extensions and basic makeup application.	8%


**TITLES OF MAJOR WORK ACTIVITIES (MWA)**

MWA A	Performs Safety and Infection Control	MWA D	Performs Nail Care Services
MWA B	Executes Business Fundamentals	MWA E	Performs Skin Care Services
MWA C	Performs Common Occupational Skills		

\*Average percentage of the total number of questions on a provincial examination, assigned to assess each major work activity of the occupational standard, as derived from the collective input from workers within the occupation. Provincial certification examinations typically have from 100 to 150 multiple-choice questions.



## APPENDIX F

## TASK PROFILE CHART – Esthetician

MWA	TASKS	SUB-TASKS			
A – PERFORMS SAFETY AND INFECTION CONTROL	A-1 Maintains a safe workplace environment.	A-1.01 Assesses workplace safety.	A-1.02 Cares for common implements.	A-1.03 Handles hazardous materials safely.	A-1.04 Performs first aid.
	A-2 Performs infection control.	A-2.01 Sanitizes workstation and equipment.	A-2.02 Sanitizes and sterilizes implements.	A-2.03 Sanitizes linens.	A-2.04 Practices personal hygiene.
B – EXECUTES BUSINESS FUNDAMENTALS	B-3 Completes client information.	B-3.01 Obtains signed consent for personal and medical information.	B-3.02 Records treatment history.	B-3.03 Maintains an organized filing system.	B-3.04 Practices ethical behaviour.
	B-4 Performs reception duties.	B-4.01 Interacts with clients.	B-4.02 Performs retail recommendations.		
	B-5 Performs spa management functions.	B-5.01 Records individual sales intake.	B-5.02 Records working hours.	B-5.03 Maintains inventory control.	
C – PERFORMS COMMON OCCUPATIONAL SKILLS	C-6 Performs consultation and obtains client consent.	C-6.01 Introduces client to spa.	C-6.02 Obtains signed consent.	C-6.03 Performs analysis for service requested.	C-6.04 Recommends treatment or service.
	C-7 Provides post-treatment care.	C-7.01 Provides post-treatment care information.	C-7.02 Provides post-treatment retail recommendations.	C-7.03 Recommends and books follow-up treatment.	

	<b>C-8 Uses communication and mentoring techniques.</b>	C-8.01 Uses communication techniques.	C-8.02 Uses mentoring techniques.		
<b>D – PERFORMS NAIL CARE SERVICES</b>	<b>D-9 Performs manicures and pedicures.</b>	D-9.01 Assesses nail and skin health.	D-9.02 Prepares nails.	D-9.03 Shapes nails.	D-9.04 Soaks and conditions cuticles.
		D-9.05 Repairs natural nails.	D-9.06 Reduces calluses.	D-9.07 Massages limbs.	D-9.08 Applies nail enamel.
	<b>D-10 Performs artificial nail applications.</b>	D-10.01 Assesses nail and skin health.	D-10.02 Prepares for artificial nail application.	D-10.03 Executes and repairs artificial nail applications.	
<b>E – PERFORMS SKIN CARE SERVICES</b>	<b>E-11 Performs body treatments.</b>	E-11.01 Performs skin analysis.	E-11.02 Determines specific products to be applied.	E-11.03 Executes body treatments.	
	<b>E-12 Performs skin treatments.</b>	E-12.01 Performs skin analysis.	E-12.02 Cleanses and exfoliates skin.	E-12.03 Performs extractions.	E-12.04 Performs massage.
		E-12.05 Applies skin mask products.	E-12.06 Applies toner.	E-12.07 Applies protective products.	E-12.08 Performs advanced facial treatments.
	<b>E-13 Performs hair removal.</b>	E-13.01 Performs skin analysis.	E-13.02 Prepares skin for hair removal.	E-13.03 Executes waxing services.	E-13.04 Executes body sugaring services.
		E-13.05 Executes threading/banding services.	E-13.06 Executes tweezing.		

**E-14 Performs eyelash/eyebrow tints, lifts, perms, extensions and basic makeup application.**

E-14.01 Performs skin analysis.

E-14.02 Executes eyelash/eyebrow tinting or henna eyebrow services.

E-14.03 Executes eyelash/eyebrow lift, perm and lamination services.

E-14.04 Executes eyelash or eyebrow extension services.

E-14.05 Performs basic makeup application.