LEARNING OUTCOME BASED VOCATIONAL CURRICULUM

Hair Stylist

(QUALIFICATION PACK: Ref. Id. BWS/Q0202)

SECTOR: Beauty and Wellness

Classes 11and 12



PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION

(a constituent unit of NCERT, under MHRD, Government of India)

Shyamla Hills, Bhopal- 462 002, M.P., Indiahttp://www.psscive.ac.in



Gandhiji's Talisman

I will give you a talisman. Whenever you are in doubt or when the self becomes too much with you, apply the

following test:

Recall the face of the poorest and the weakest man whom you may have seen and ask yourself if the step you contemplate is going to be of any use to him. Will he gain anything by it? Will it restore him to a control over his own life and destiny? In other words, will it lead to Swaraj for the hungry and spiritually starving millions?

Then you will find your doubts and your self melting away.

maganshi







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January, 2020

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FOREWORD

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent unit of National Council of Educational Research and Training (NCERT) is spearheading the efforts of developing learning outcome based vocational curriculum and courseware aimed at integrating both vocational and general qualifications to open pathways of career progression for students. It is a part of Vocationalisation of Education under Samagra Shiksha. The PSS Central Institute of Vocational Education (PSSCIVE) is developing curricula under the project approved by the Project Approval Board (PAB) of Samagra Shiksha of Ministry of Human Resource Development (MHRD), Govt. of India. The main purpose of the learning outcome based vocational curriculum is to bring about improvement in teaching-learning process and working competencies through learning outcomes embedded in the vocational subject.

It is a matter of great pleasure to introduce this learning outcome based vocational curriculum as part of the vocational training package for the job role of **HAIR STYLIST** (**BWS/Q0202**). The curriculum has been developed for the higher secondary students of vocational education and is aligned to the National Occupation Standards (NOSs) of a job role identified and approved under the National Skill Qualification Framework (NSQF).

The curriculum aims to provide children with employability and vocational skills to support occupational mobility and lifelong learning. It will help them to acquire specific occupational skills that meet employers' immediate needs. The teaching process is to be performed through the interactive sessions in classrooms, practical activities in laboratories and workshops, projects, field visits, and professional experiences.

The curriculum has been developed and reviewed by a group of experts and their contributions are greatly acknowledged. The utility of the curriculum will be adjudged by the qualitative improvement that it brings about in teaching-learning. The feedback and suggestions on the content by the teachers and other stakeholders will be of immense value to us in bringing about further improvement in this document.

HRUSHIKESH SENAPATY

Director

National Council of Education Research and Training

PREFACE

India today stands poised at a very exciting juncture in its saga. The potential for achieving inclusive growth are immense and the possibilities are equally exciting. The world is looking at us to deliver sustainable growth and progress. To meet the growing expectations, India will largely depend upon its young workforce. The much-discussed demographic dividend will bring sustaining benefits only if this young workforce is skilled and its potential is channelized in the right direction.

In order to fulfil the growing aspirations of our youth and the demand of skilled human resource, the Ministry of Human Resource Development (MHRD), Government of India introduced the revised Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education in 2012 with the aim to provide for the diversification of educational opportunities so as to enhance individual employability, reduce the mismatch between demand and supply of skilled manpower and provide an alternative for those pursuing higher education. The scheme was subsumed in Samagra Shiskha in 2018 along with other schemes of school education. For spearheading the Vocationalisation Education, the PSS Central Institute of Vocational Education (PSSCIVE) was entrusted the responsibility to develop learning outcome based vocational curriculum, student workbooks, teacher handbooks and e-learning materials for the job roles in various sectors, with growth potential for employment.

The PSSCIVE firmly believes that the vocationalisation of education in the nation needs to be established on a strong footing of philosophical, cultural and sociological traditions and it should aptly address the needs and aspirations of the students besides meeting the skill demands of the industry. The curriculum, therefore, aims at developing the desired professional, managerial and communication skills to fulfil the needs of the society and the world of work. In order to honour its commitment to the nation, the PSSSCIVE has initiated the work on developing learning outcome based vocational curriculum with the involvement of faculty members and leading experts in respective fields. It is being done through the concerted efforts of leading academicians, professionals, policy makers, partner institutions, Vocational Education and Training experts, industry representatives, and teachers. The expert group through a series of consultations, working group meetings and use of reference materials develops a National Curriculum. Currently, the Institute is working on developing curricula and courseware for over 50 job roles in various sectors, besides the curricula developed for 100 job roles.

We extend our gratitude to all the contributors for selflessly sharing their precious knowledge, acclaimed expertise, valuable time and positively responding to our request for development of curriculum. We are grateful to MHRD and NCERT for the financial support and cooperation in realising the objective of providing learning outcome based vocational curriculum and courseware to the States and other stakeholders under the PAB (Project Approval Board) approved project of Samagra Shiksha of Ministry of Human Resource Development (MHRD), Government of India.

Finally, for transforming the proposed curriculum design into a vibrant reality of implementation, all the institutions involved in the delivery system shall have to come together with a firm commitment and they should secure optimal community support. The success of this curriculum depends upon its effective implementation and it is expected that

the managers of vocational education and training system, including subject teachers will make efforts to create better facilities, develop linkages with the world of work and foster a conducive environment as per the content of the curriculum document.

The PSSCIVE, Bhopal remains committed in bringing about reforms in the vocational education and training system through the learner-centric curricula and courseware. We hope that this document will prove useful in turning out more competent Indian workforce for the 21st Century.

RAJESH P. KHAMBAYAT

Joint Director

PSS Central Institute of Vocational Education

ACKNOWLEDGEMENTS

On behalf of the team at the PSS Central Institute of Vocational Education (PSSCIVE) we are grateful to the members of the Project Approval Board (PAB) of Samagra Shiksha and the officials of the Ministry of Human Resource Development (MHRD), Government of India for the financial support to the project for development of learning outcome based curricula.

We are grateful to the Director, NCERT for his support and guidance. We also acknowledge the contributions of our colleagues at the Technical Support Group of SAMAGRA SHIKSHA, MHRD, SAMAGRA SHIKSHA Cell at the National Council of Educational Research and Training (NCERT), National Skill Development Agency (NSDA), National Skill Development Corporation (NSDC) and **Beauty and Wellness Sector Skill Council (B&WSSC)** for their academic support and cooperation.

We are grateful to the Course Coordinator of Job role 'Hair Stylist' of Beauty and Wellness Sector Dr. Vipin Kumar Jain, Ms. Puja Mishra, Consultant (Beauty and Wellness) and Dr. Nidhi Gupta, consultant (DVET), Department of Humanities Science, Education & Research (DHSER), PSSCIVE and experts in the development of this curriculum are duly acknowledged. We are also thankful to the experts from Beauty & Wellness Sector Skill Council for their untiring efforts and contributions in the development of this curriculum. The names of all the experts are acknowledged in the list of contributors.

The contributions made by Vinay Swarup Mehrotra, Professor and Head, Curriculum Development and Evaluation Centre (CDEC), Vipin Kumar Jain, Associate Professor and Head, Programme Planning and Monitoring Cell (PPMC) and Dipak Shudhalwar, Associate Professor, Department of Engineering and Technology, PSSCIVE in the development of the Part-A Employability Skills of this curriculum are duly acknowledged.

PSSCIVE Team

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1. COURSE OVERVIEW

COURSE TITLE: Beauty and Wellness - Hair Stylist

AHair Stylist needs to perform the various duties such as shampooing, trimming, cutting, blow drying, colouring and treatment for hair damage and repair .Maintain hygiene and safety at workplace. A hair stylist is a professionally trained individual who specialises in hair care treatments He/ She must be trained to understand the intricacies of cutting and styling hair, while also knowing how to keep hair healthy.

COURSE OUTCOMES: On completion of the course, students should be able to:

- Communicate effectively with the client.
- Apply effective oral and written communication skills to interact with people and customers.
- Identify the basic principal components of a computer system.
- > Demonstrate self-management skills.
- Demonstrate the ability to provide a self –analysis in context of entrepreneurial skills and abilities.
- Demonstrate the knowledge of the importance of green skills in meeting the challenges of sustainable development
- Define beauty and saloon &identify various career opportunities in the beauty sector.
- Identify the role & responsibilities of hair stylist and List the different hair dressing services.
- To train the students in the hair services shampoo, conditioner, head massage and hair spa
- > To provide quality training to those seeking a career as professional Hair stylist.
- > Prepare suitable ambiences equipments and tools.
- Demonstrate the Knowledge of hair structure and the hair growth cycle.
- Demonstrate the knowledge of different techniques of colour, haircuts, Perming &straightening.
- Demonstrate different types of hair styles with designs tools.
- To introduce the culture of safe, clean, healthy and pleasant environment at training centres and workplaces; related to beauty salons and hair care centres.
- > To enhance the economic opportunities for the hair stylist.
- To develop understanding of the basic principles, and application of various types of hair product and their effect on the hair.
- To impart working knowledge of handling and care of the equipments and implements used in hair care services.
- > To impart basic knowledge of setting up and management of a beauty parlour, salon and finishing school.
- > To impart basic knowledge of profession ethics and attitude.

COURSE REQUIREMENTS: The learner should have the basic knowledge of science.

COURSE LEVEL: On completion of this course, a student can take up higher level course in Beauty and Wellness sector. The progression for this job role is senior stylist, Hair Advisor, Senior Barber, Senior Colorist.

COURSE DURATION: 600 hrs

Class 11: 300 hrs Class 12: 300 hrs **Total: 600 hrs**

2. SCHEME OF UNITS

This course is a planned sequence of instructions consisting of Units meant for developing employability and vocational competencies of students of Class 11 and 12 opting for vocational subject along with general education subjects. The unit-wise distribution of hours and marks for Class 11 is as follows:

	CLASS 11		
	Units	No. of Hours for Theory and Practical	Max. Marks for Theory and Practical
		300	100
Part A	Employability Skills		
	Unit 1: Communication Skills – I	25	
	Unit 2: Self-management Skills – III	25	
	Unit 3: Information and Communication Technology Skills – III	20	10
	Unit 4: Entrepreneurial Skills – III	25	
	Unit 5: Green Skills – III	15	
	Total	110	10
Part B	Vocational Skills		
	Unit 1: Introduction to Beauty, Salons and Hair Trichology	10	
	Unit 2: Prepare and Maintain Work Area	18	40
	Unit 3: Blow Drying of Hair	28	
	Unit 4: Hair Care: Shampoo and Conditioner	30	
	Unit 5: Head Massage and Hair Spa	30	
	Unit 6: Hair Cuts	34	
	Unit7: Makeup Draping and Depilation	15	
	Total	165	40
Part C	Practical Work		
	Practical Examination	06	15
	Written Test	01	10
	Viva Voce	03	10
	Total	10	35
Part D	Project Work/Field Visit		
	Practical File/Student Portfolio	10	10
	Viva Voce	05	05
	Total	15	15
	Grand Total		100

The unit-wise distribution of hours and marks for Class 12 is as follows:

	CLASS 12		
	Units	No. of Hours for Theory and Practical 300	Max. Marks for Theory and Practical 100
Part A	Employability Skills		
	Unit 1: Communication Skills – IV	25	
	Unit 2: Self-management Skills – IV	25	
	Unit 3: Information and Communication Technology Skills – IV	20	10
	Unit 4: Entrepreneurial Skills – IV	25	
	Unit 5: Green Skills – IV	15	
	Total	110	10
Part B	Vocational Skills		
	Unit 1: Hair Styling	35	
	Unit 2: Hair Colouring	37	40
	Unit 3:Hair Perming	38	40
	Unit 4: Hair Relaxing and Straightening	32	
	Unit5: Client Consultation and Feedback	10	
	Unit 7: Creating Positive Impression at the Workplace	13	
	Total	165	40
Part C	Practical Work	10	
	Practical Examination	06	15
	Written Test	01	10
	Viva Voce	03	10
	Total	10	35
Part D	Project Work/Field Visit		
	Practical File/Student Portfolio	10	10
	Viva Voce	05	05
	Total	15	15
	Grand Total		100

3. TEACHING /TRAINING ACTIVITIES

The teaching and training activities have to be conducted in classroom, laboratory/ workshops and field visits. Students should be taken to field visits for interaction with experts and to expose them to the various tools, equipment, materials, procedures and operations in the workplace. Special emphasis should be laid on the occupational safety, health and hygiene during the training and field visits.

CLASSROOM ACTIVITIES

Classroom activities are an integral part of this course and interactive lecture sessions, followed by discussions should be conducted by trained vocational teachers. Vocational teachers

should make effective use of a variety of instructional or teaching aids, such as audio-video materials, colour slides, charts, diagrams, models, exhibits, hand-outs, online teaching materials, etc. to transmit knowledge and impart training to the students.

PRACTICAL WORK IN LABORATORY/WORKSHOP

Practical work may include but not limited to hands-on-training, simulated training, role play, case based studies, exercises, etc. Equipment and supplies should be provided to enhance hands-on learning experience of students. Only trained personnel should teach specialized techniques. A training plan that reflects tools, equipment, materials, skills and activities to be performed by the students should be submitted by the vocational teacher to the Head of the Institution.

FIELD VISITS/ EDUCATIONAL TOUR

In field visits, children will go outside the classroom to obtain specific information from experts or to make observations of the activities. A checklist of observations to be made by the students during the field visits should be developed by the Vocational Teachers for systematic collection of information by the students on the various aspects. Principals and Teachers should identify the different opportunities for field visits within a short distance from the school and make necessary arrangements for the visits .At least three field visits should be conducted in a year.

4. ASSESSMENT AND CERTIFICATION

The National Skills Qualifications Framework (NSQF) is based on outcomes referenced to the National Occupation Standards (NOSs), rather than inputs. The NSQF level descriptors, which are the learning outcomes for each level, include the process, professional knowledge, professional skills, core skills and responsibility. The assessment is to be undertaken to verify that individuals have the knowledge and skills needed to perform a particular job and that the learning programme undertaken has delivered education at a given standard. It should be closely linked to certification so that the individual and the employer could come to know the competencies acquired through the vocational subject or course. The assessment should be reliable, valid, flexible, convenient, and cost effective and above all it should be fair and transparent. Standardized assessment tools should be used for assessment of knowledge of students. Necessary arrangements should be made for using technology in assessment of students.

KNOWLEDGE ASSESSMENT (THEORY)

Knowledge Assessment should include two components: one comprising of internal assessment and second an external examination, including theory examination to be conducted by the Board. The assessment tools shall contain components for testing the knowledge and application of knowledge. The knowledge test can be objective paper based test or short structured questions based on the content of the curriculum.

WRITTEN TEST

It allows candidates to demonstrate that they have the knowledge and understanding of a given topic. Theory question paper for the vocational subject should be prepared by the subject experts comprising group of experts of academicians, experts from existing vocational

subject experts/teachers, subject experts from university/colleges or industry. The respective Sector Skill Council should be consulted by the Central/State Board for preparing the panel of experts for question paper setting and conducting the examinations.

The blue print for the question paper may be as follows:

Duration: 3 hrs Maximum Mark: 40

		N	o. of Question	ns	
	Typology of Question	Very Short Answer (1 mark)	Short Answer (2 Marks)	Long Answer (3 Marks)	Marks
1.	Remembering – (Knowledge based simple recall questions, to know specific facts, terms, concepts, principles, or theories; identify, define or recite, information)	3	2	2	13
2.	Understanding – (Comprehension – to be familiar with meaning and to understand conceptually, interpret, compare, contrast, explain, paraphrase, or interpret information)	2	3	2	14
3.	Application – (Use abstract information in concrete situation, to apply knowledge to new situations: Use given content to interpret a situation, private an example, or solve a problem)	0	2	1	07
4.	High Order Thinking Skills – (Analysis and Synthesis – Classify, compare, contrast, or differentiate between different pieces of information; Organize and/ or integrate unique pieces of information from a variety of sources)	0	2	0	04
5.	Evaluation – (Appraise, judge, and/or justify the value or worth of a decision or outcome, or to predict outcomes based on values)	0	1	0	02
	Total(20 questions)	5x1=5	10x2=20	5x3=15	40

SKILL ASSESSMENT (PRACTICAL)

Assessment of skills by the students should be done by the assessors/examiners on the basis of practical demonstration of skills by the candidate, using a competency checklist. The competency checklist should be developed as per the National Occupation Standards (NOSs) given in the Qualification Pack for the Job Role to bring about necessary consistency in the quality of assessment across different sectors and Institutions. The student has to demonstrate

competency against the performance criteria defined in the National Occupation Standards and the assessment will indicate that they are 'competent', or are 'not yet competent'. The assessors assessing the skills of the students should possess a current experience in the industry and should have undergone an effective training in assessment principles and practices. The Sector Skill Councils should ensure that the assessors are provided with the training on the assessment of competencies.

Practical examination allows candidates to demonstrate that they have the knowledge and understanding of performing a task. This will include hands-on practical exam and viva voce. For practical, there should be a team of two evaluators – the subject teacher and the expert from the relevant industry certified by the Board or concerned Sector Skill Council. The same team of examiners will conduct the viva voce.

Project Work (individual or group project) is a great way to assess the practical skills on a certain time period or timeline. Project work should be given on the basis of the capability of the individual to perform the tasks or activities involved in the project. Projects should be discussed in the class and the teacher should periodically monitor the progress of the project and provide feedback for improvement and innovation. Field visits should be organised as part of the project work. Field visits can be followed by a small-group work/project work. When the class returns from the field visit, each group might be asked to use the information that they have gathered to prepare presentations or reports of their observations. Project work should be assessed on the basis of practical file or student portfolio.

Student Portfolio is a compilation of documents that supports the candidate's claim of competence. Documents may include reports, articles, and photos of products prepared by students in relation to the unit of competency.

Viva voce allows candidates to demonstrate communication skills and content knowledge. Audio or video recording can be done at the time of viva voce. The number of external examiners would be decided as per the existing norms of the Board and these norms should be suitably adopted/adapted as per the specific requirements of the vocational subject. Viva voce should also be conducted to obtain feedback on the student's experiences and learning during the project work/field visits.

Upon successful completion of the course by the candidate, the Central/ State Examination Board for Secondary Education and the respective Sector Skill Council will certify the competencies.

5. UNIT CONTENTS

CLASS 11

Part A: Employability Skills

S.No.	Units	Duration (hrs)
1.	Communication Skills- III	25
2.	Self-management Skills – III	25
3.	Information and Communication Technology Skills – III	20
4.	Entrepreneurial Skills – III	25
5.	Green Skills – III	15
	Total	110

UNIT 1: COMMUNICATION SKILL - III

Learning Outcome	Theory	Practical	Duration
Learning Outcome	(10 hrs)	(15 hrs)	(25 hrs)
Demonstrate knowledge of various methods of communication	 Methods of Communication Verbal Non-verbal Visual 	 Writing pros and cons of written, verbal and non- verbal communication Listing do's and don'ts for avoiding common body language mistakes 	05
2. Identify specific communication styles	Communication styles- Assertive, Aggressive, Passive- Aggressive, Submissive, etc.	 Observing and sharing communication styles of friends, teachers and family members and adapting the best practices Role plays on communication styles. 	10
3. Demonstrate basic writing skills	 Writing skills to the following: Sentence Phrase Kinds of Sentences Parts of Sentence Parts of Speech Articles Construction of a Paragraph 	Demonstration and practice of writing sentences and paragraphs on topics related to the subject	10
		Total	25

Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 hrs)
Demonstrate impressive appearance and grooming	1. Describe the importance of dressing appropriately, looking decent and positive body language	 Demonstration of impressive appearance and groomed personality Demonstration of the ability to self- explore 	10
	 Describe the term grooming Prepare a personal grooming checklist Describe the techniques of self-exploration 		
2. Demonstrate team work skills	 Describe the important factors that influence in team building Describe factors influencing team work 	 Group discussion on qualities of a good team Group discussion on strategies that are adopted for team building and team work 	10
3. Apply time management strategies and techniques	1. Meaning and importance of time management – setting and prioritizing goals, creating a schedule, making lists of tasks, balancing work and leisure, using different optimization tools to break large tasks into smaller tasks.	Game on time management Checklist preparation To-do-list preparation	05
	<u>I</u>	Total	25

UNIT 3: INFORMATION and COMMUNICATION TECHNOLOGY – III
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Learning Outcome	Theory (08 hrs)	Practical (12 hrs)	Duration (20 hrs)
Create a document on word processor	 Introduction to word processing. Software packages for word processing. 	Demonstration and practice of the following: Listing the features of	10
	3. Opening and exiting the word processor.	word processingListing the software	

Learning Outcome	Theory (08 hrs)	Practical (12 hrs)	Duration (20 hrs)
2. Edit, save and	4. Creating a document1. Editing text	packages for word processing Opening and exit the word processor Creating a document	
print a document in word processor	 Wrapping and aligning the text Font size, type and face. Header and Footer Auto correct Numbering and bullet Creating table Find and replace Page numbering. Printing document. Saving a document in various formats. 	practising the following: Editing the text Word wrapping and alignment Changing font type, size and face Inserting header and footer Removing header and footer Using autocorrect option Insert page numbers and bullet Save and print a document	10
		Total	20

UNIT 4: ENTREPRENEURIAL SKILLS – III

Learning Outcome	Theory	Practical	Duration
Learning Outcome	(10 hrs)	(15 hrs)	(25 hrs)
1. Describe the	1. Values in general and	1. Listing of entrepreneurial	
significance of	entrepreneurial values	values by the students.	
entrepreneurial	2. Entrepreneurial value	2. Group work on	
values and	orientation with	identification of	
attitude	respect to	entrepreneurial values	10
	innovativeness,	and their roles after	
	independence,	listing or reading 2-3	
	outstanding	stories of successful	
	performance and	entrepreneur	
	respect for work	3. Exhibiting	
		entrepreneurial values in	
		Ice breaking, rapport	
		building, group work and	
		home assignments	
2. Demonstrate the	Attitudes in general	Preparing a list of factors	
knowledge of	and entrepreneurial	that influence attitude in	
attitudinal	attitudes	general and	
changes	2. Using imagination/	entrepreneurial attitude	
required to	intuition	2. Demonstrating and	
become an	3. Tendency to take	identifying own	

entrepreneur	moderate risk	entrepreneurial attitudes	
·	4. Enjoying freedom of	during the following micro	
	expression and action	lab activities like thematic	
	5. Looking for economic	appreciation test	15
	opportunities	3. Preparing a short write-up	
	6. Believing that we can	on "who am I"	
	change the	4. Take up a product and	
	environment	suggest how its features	
	7. Analyzing situation and	can be improved	
	planning action	5. Group activity for	
	8. Involving in activity	suggesting brand names,	
		names of enterprises, etc.	
	·	Total	25

UNIT 5: GREEN SKILLS – III

Learning Outcome	Theory	Practical	Duration		
Learning Obleome	(07 hrs)	(08 hrs)	(15 hrs)		
1.Describe importance of main sector of green economy	1. Main sectors of green economy- E-waste management, green transportation, renewal energy, green construction, water management 2. Policy initiatives for greening economy in India	Preparing a poster on any one of the sectors of green economy Writing a two-page essay on important initiatives taken in India for promoting green economy	08		
2. Describe the	1. Stakeholders in green	Preparing posters			
major green	economy	on green			
Sectors/Areas and the role of various stakeholder in green economy	2. Role of government and private agencies in greening cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries	Sectors/Areas: cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries	07 15		
Total					

Part B: Vocational Skills

S.No.	Units	Duration (hrs)
1.	Introduction to Beauty, Salons and Hair Trichology	10
2.	Prepare and Maintain the Work Area	18
3.	Blow Drying of Hair	28
4.	Hair Care: Shampooing and Conditioning	30
5.	Head Massage and Hair Spa Services	30
6.	Hair cuts	34
7.	Makeup ,Draping and Depilation	15
	Total	165

UN	IIT 1: INTRODUCTIO	N TO BEAUTY, SALONS AND HA	IR TRICHOLOGY	
Le	arning Outcome	Theory (06 hrs)	Practical (04 hrs)	Duration (10 hrs)
1.	Identify various career opportunities in the beauty sector	 Introduction to Beauty and wellness industry Importance of Beauty and hair care Career path for hair stylist 	 Prepare a chart of career path - Hair stylist Visit to salon to understand the functions of hair stylist Make a chart of different hair stylist role Group Discussion on the beauty industry and its opportunities 	02
2.	Identify different services for hair stylist	 Services provided by hair stylist Shampooing Conditioning Different blow drying styles Head massage and spa Hair colouring Hair cuts Hair perming Hair rebonding Roles and responsibilities of hair stylist 	 Collection of pictures on different services used in hair stylist and preparation of portfolio by the students Explain the role and responsibility of hair stylist 	02
3.	Demonstrate the knowledge of hair structure	Trichology Hair structure: hair root and hair shaft	Demonstration on identification of hair root and hair shaft in	06

2.	Hair growth cycle: Anagen ,catagen,	2.	pictures Draw the diagram of	
	telogen		hair structure	
3.	Types of hair : normal	3.	Group activities on	
	hair ,dry hair and oily		understanding the	
	hair		structure and functions	
4.	Common disorder of		of hair	
	hair and scalp and	4.	Explain hair growth	
	treatment		cycle in the class	
	Hair fall	5.	Describe the hair and	
	Dandruff		scalp disorders and its	
	Split end		treatments	
			Total	10

Learning Outcome		Theory		Practical	Duration
		(08 hrs)		(10 hrs)	(18 hrs)
1. Prepare and	1.	Essentials of work area	1.	Demonstrate the	09
maintain the work	2.	Types of products		products and	
area		equipment used in		equipment	
		services	2.	Demonstration on	
	3.	Check equipment's		storage of products,	
		working condition		tools and equipment	
	4.	Storage of tools and		safety and at proper	
		equipment		place	
	5.	check the tools and	3.	Exercises on reading	
		equipment cleanliness,		information on labels	
		sterilization, sanitization		of hair products and	
	6.	Safe disposal of waste		their active ingredients	
	7.	Personal presentation	4.	Activity -Collect the	
		and behaviour		used products and	
	8.	Maintenance of		cosmetic from the	
		record card		home and check	
	9.	Compliances of rules		product details	
		and norms at work		(manufactures date,	
		place		expire dates etc.)	
			5.	Demonstrate the store	
				management	
			6.	Demonstration of	
				sterilisation and	
				disinfection of tools and	
				equipment	
			7.	Segregation and	
				disposal of waste	
			8.	Demonstration on	
				preparation and	
				maintenance of work	

1. Self-grooming as per salon standards 2. Work area preparation 3. Personal safety during the service a. Maintain the posture to minimize fatigue and risk of injury b. Hazards and risks at workplace – document potential, Fire, chemical, electricity, etc. 4. Provide the styling tools and product that are safe and fit for the hair stylist 5. Appropriate place to avoid spillage 6. First aid for the reaction 1. Prepare a chart on health and safety standards 2. Organize the styling tools product for the hair stylist 2. Organize the styling tools product for the hair stylist 5. Appropriate place to avoid spillage 6. First aid for the reaction			area	
	health and safety at the	salon standards 2. Work area preparation 3. Personal safety during the service a. Maintain the posture to minimize fatigue and risk of injury b. Hazards and risks at workplace – document potential, Fire, chemical, electricity, etc. 4. Provide the styling tools and product that are safe and fit for the hair stylist 5. Appropriate place to avoid spillage 6. First aid for the	health and safety standards 2. Organize the styling tools product for the hair stylist	

Learning Outcome	Theory (10 hrs)	Practical (18 hrs)	Duration (28 hrs)
Demonstrate the knowledge of Client consultation	Client consultation: a. Personal details b. treatment history c. effective treatment d. Ask relevant and effective questions	 Role play: interaction Telephonic and mock Hone the lessening skills Filling up personal detail form Define the client privacy ,comfort throughout the service 	03
2. Describe the knowledge of blow dryer brushes and combs	 Function of the blow dryer and their brushes Types and uses of blow dryer brushes Types and uses of Combs 	 Explain the function of the blow dryer Make a collage using pictures of blow dryer brushes Identify and explain the types and uses of combs 	05

3.	Demonstrate the	1.	Preparing the work	1.	Demonstrate the	20
	blow drying		area		techniques of blow	
	procedure	2.	Equipment and		drying	
			products used for blow	2.	Demonstrate the curls,	
			drying		straight procedure	
		3.	Identify the hair	3.	Arrange all tools and	
			conditions		material used for blow	
		4.	Contraindications that		drying as per standard	
			restrict the service	4.	Demonstrate the	
		5.	Blow drying Procedure:		techniques of hair	
			Chair setting ,client		sectioning and back	
			position , drying		brushing	
			techniques with	5.	Demonstrate safe	
			product		methods of working in	
		6.	safe methods of		the salon.	
			working	6.	Do's and don'ts salons.	
		7.	benefits of blow dryer	7.	Clean and sterilize	
		8.	Factors that affect		tools and equipment	
			blow drying		(ready for next	
		9.	cross infestation - their		service)	
			causes and	8.	Explain the post blow	
			precautions for		drying care.	
			prevention	9.	Make a team of two	
			. Post care advise		where one will act as	
			. Client Feedback		hair stylist and another	
		12	. Follow code of		as client and then one	
			conduct		will explain to other the	
					home care advice	
					Total	28

UNIT 4: HAIR CARE: SH	UNIT 4: HAIR CARE : SHAMPOO AND CONDITIONER						
Learning Outcome	Theory (08 hrs)	Practical (22 hrs)	Duration (30 hrs)				
Demonstrate the knowledge of the shampoo and conditioner	Types of Shampoo and conditioner according to hair and scalp Importance shampoo and conditioner	 Prepare a chart of shampoos and conditioners based on hair types Describe the shampoo and its types Describe the conditioner 	05				
2.Demonstrate the Client consultation	Prepare effective questions to clarify the client's desire	 Role play: interaction with client Porosity and elasticity test Demonstration of video derma scope 	03				

3.Perform Shampooing and Conditioning service	 Prepare the work area Equipment and material used for shampoo and conditioner Identify hair and scalp condition Contraindications and treatment (oily dandruff, scalp infection) Shampoo procedure: Chair setting Rotary massage technique Conditioner procedure Follow the code of conduct After care advice Demonstrate operational function of shampoo station and wide tooth comb for detangle the hair Demonstrate the conditioning procedure Demonstrate the towel draping on wet hair Demonstrate blast blow drying hair 	20
4 Describe the Client personal Record card	 Principles including privacy and protection to modesty of the customers Customer is not satisfied with service take actions to resolve matter to customer satisfaction Keep record detail & store of client's information as per saloon's policy suggest further services to the client 	02
	Total	30

UNIT 5: : HEAD MASSAGE AND HAIR SPA					
Learning Outcome	Theory	Practical	Duratio		
	(10 hrs)	(20 hrs)	n		
	(as any	(=====,	(30 hrs)		
1. Demonstrate the	1. Introduction to head	 Describe head 	08		
knowledge of	massage with strokes 2. Hair and scalp conditions	massage			

head massage and spa services 2. Describe the Client	its causes and contra- indications 3. Select and prepare tools, products and equipment 4. consequences of using incorrect products 1. Client requirement 2. Prepare relevant and	Examine the hair and scalp condition Describe the contraindication of head massage Group activity of client consultation
consultation techniques	effective questions to clarify the client's desire	Demonstrate the client consultation with all the techniques
3. Demonstrate head massage procedure	 Preparation and position of client and hair stylist Equipment and materials used for the head massage Head massage Procedures: Steps of head massage (including various massages techniques) and Zap points, chakras benefits of Indian head massage Factors that affect head massage Contraindications of head massage Post care advice Follow code of conduct Client feedback 	 Demonstrate the all massage techniques Identify the suitable oil or medium for the procedure Demonstrate head massage procedure Make a group of two people and explain all pressure point and chakras in the class with the help of other group member Make a presentation in the class for contraindications of head massage Group discussion on the head massage benefits Arrange all the equipment as per requirement for performing head massage Make a chart on head massage benefits
4. Perform hair spa service	 Purpose of spa Contraindication of hair spa Hair Spa procedure After care advice 	Practical exercises on identification of scalp and hair condition (texture, disease, etc.) Identification of contra-indications that restrict spa services

 3. Demonstration on preparation of client for spa services 4. Identification of products and tools suitable to carry out the spa services 	
Total	30

Learning Outcome	Theory (08 hrs)	Practical (26 hrs)	Duration (34 hrs)
Demonstrate the knowledge of angles and elevation of hair	Classification of hair and all angles, elevation	Define the hair type Diagram of different angles and elevations	02
2. Demonstrate the hair cutting tools, products and equipment and sectioning	1. Cutting tools: scissor, razor, thinning scissor, clippers, combs 2. Sectioning technique: Ear to Ear, Horseshoe, Horizontal sections diagonal back, diagonal forward, vertical pivoting	 Demonstration and Identification the cutting tools Demonstration of scissor holding technique and practice Demonstrate the cutting sections Make a collage on different hair sections 	07
3. Demonstration the cutting techniques	 Cutting techniques: Scissors over comb, Clipper over comb, Club cutting, Thinning, Razoring Texturing etc. Texturing technique Club cutting Notching, Slicing, Point cutting Feathering Thinning 	Demonstrate the different cutting techniques Practical of cutting techniques	05
4. Demonstrate the different haircuts procedure	 Safe methods of working Prepare the work area consultation with the client to achieve the 	 Demonstrate the safe working process Demonstration the client consultation Demonstrate the tools 	20

	desired look		trolley setting	
4.	Preparation of tools	4.	Describe and	
	and materials in trolley		demonstrate cutting	
5.	Identification of the hair		process	
	condition	5.	Demonstrate the hair	
6.	Hair cutting procedure		analysis	
	with suitable guideline	6.	Demonstrate the full	
	 One length 		procedures of the hair	
	 Uniform 		cut (specified by the	
	 Graduation 		instructor) with all the	
	 Increased layers 		techniques	
7.	Client's draping for the		Explain the post hair	
	cut		cutting instructions	
8.	Create the sections			
	according to hair cut			
9.	Cutting techniques			
	and product for the			
	hair cut with minimum			
	wastage			
10.	Resolve problems			
	during the service			
11.	Follow code of			
	conduct			
12.	Post haircut advice			
			Total	34

Learning Outcome	Theory	Practical	Duration
	(07 hrs)	(08 hrs)	(15 hrs)
Basic Depilation Services	 Types of hair Structure of hair Growth cycle of hair Benefits of threading Types of tools and materials used for threading - e.g. scissors, plucker, disposable eye brow brush etc. materials: thread, cotton, powder etc. Methods of hair removal Threading techniques Upper lip and eyebrow Aftercare procedures for threading services 	 Describe the benefits of threading Demonstration of threading process for upper lip hair removal and eyebrows Demonstrate the uses of threading products 	03
2. Demonstration of the knowledge of	Primary, Secondary and Tertiary Colours Terms associated with	Identify and explain the primary, secondary and tertiary colours in the	02

colour wheel for make-up	colours, like Hue, Tint, Tone and Shade 3. Complimentary colours 4. Similar colours, warm and cool colours 5. Significance of colour wheel and determination of undertone	class	
3 Demonstrate the knowledge of various makeup products and their use according to skin type and skin tones 4. Select and apply the right makeup product to enhance facial features	1. Basic skin types and tone 2. Types and uses of make-up products: • Foundation • Concealer • Powder • Blusher • Mascara • Eye shadows • Eye liner • Lip stick/gloss 1. Application of • foundation • concealer • powder/loose powder • eye shadow • eyeliner • lip pencil • lipstick 2. Makeup removal using wipes, cleansing, toner, water, oil, etc. 3. Procedures of day make-up and evening make-up	 Identification of skin types Identification of skin tones Identification of various products used in the makeup Group discussion on the advantages and disadvantages of various products used for makeup Demonstration of selection of products for makeup Application of foundation, concealer, face powder, eye shadow, lip pencil, etc. Demonstration of removal of makeup using toner, cold and cleansing oil Demonstrate the process of day makeup and 	04
		evening make-up 5. Describe the difference between day make-up and evening makeup	
5. Demonstrate various Draping techniques	 Various styles of draping Sarees Draping a Lehenga Dupatta 	 Demonstration of Draping Saree in different styles Demonstration of Draping Lehanga Duppatta 	02
		Total	15

CLASS 12

Part A: Employability Skills

S.No.	Units	Duration (hrs)
1.	Communication Skills- IV	25
2.	Self-management Skills – IV	25
3.	Information and Communication Technology Skills - IV	20
4.	Entrepreneurial Skills – IV	25
5.	Green Skills – IV	15
	Total	110

UNIT 1: COMMUNICATION SKILLS - IV

Learning Outcome	Theory	Practical (15 km)	Duration
	(10 hrs)	(15 hrs)	(25 hrs)
Describe the steps to active listening skills	Importance of active listening at workplace Steps to active listening	 Demonstration of the key aspects of becoming active listener Preparing posters of steps for active listening 	10
2. Demonstrate basic writing skills	 Writing skills to the following: Sentence Phrase Kinds of Sentences Parts of Sentence Parts of Speech Articles Construction of a Paragraph 	Demonstration and practice of writing sentences and paragraphs on topics related to the subject	15
	ı	Total	25

UN	UNIT 2: SELF-MANAGEMENT SKILLS – IV					
Le	arning Outcome	arning Outcome Theory		Practical	Duration	
			(10 hrs)	(15 hrs)	(25 hrs)	
1.	Describe the	1.	Finding and listing	1.Group discussion on		
	various factors		motives (needs and	identifying needs		
	influencing		desires);	and desire	10	
	self-motivation	2.	Finding sources of motivation and inspiration (music, books, activities); expansive thoughts; living fully in	Discussion on sources of motivation and inspiration		

			the present moment; dreaming big				
2.	Describe the basic personality traits, types and disorders	 1. 2. 3. 4. 	Describe the meaning of personality Describe how personality influence others Describe basic personality traits Describe common personality disordersparanoid, antisocial, schizoid, borderline, narcissistic, avoidant, dependent and obsessive	1.	Demonstrate the knowledge of different personality types	15	
					Total	25	

UNIT 3: INFORMATION AND COMMUNICATION TECHNOLOGY SKILLS - IV				
Learning Outcome	Theory	Practical	Duration	
Learning Oblicome	(10 hrs)	(15hrs)	(25hrs)	
Perform tabulation using spreadsheet application	 Introduction to spreadsheet application Spreadsheet applications Creating a new worksheet Opening workbook and entering text Resizing fonts and styles Copying and moving Filter and sorting Formulas and functions Password protection. Printing a spreadsheet in various formats. 	 Demonstration and practice on the following: Introduction to the spreadsheet application Listing the spreadsheet applications Creating a new worksheet Opening the workbook and enter text Resizing fonts and styles Copying and move the cell data Sorting and Filter the data Applying elementary formulas and functions Protecting the spreadsheet with password Printing a spreadsheet in various formats 	10	

2. Prepare presentation using presentation application	 Introduction to presentation Software packages for presentation Creating a new presentation Adding a slide Deleting a slide Entering and editing text Formatting text Inserting clipart and images Slide layout Saving a presentation Printing a presentation document 	 Demonstration and practice on the following: Listing the software packages for presentation Explaining the features of presentation Creating a new presentation Adding a slide to presentation. Deleting a slide Entering and edit text Formatting text Inserting clipart and images Sliding layout Saving a presentation document Total	1 5

Learning Outcome	Theory	Practical	Duration
Learning Outcome	(10 hrs)	(15 hrs)	(25 hrs)
Identify the general and entrepreneurial behavioural competencies	1. Barriers to becoming entrepreneur 2. Behavioural and entrepreneurial competencies – adaptability/ decisiveness, initiative/perseverance, interpersonal skills, organizational skills, stress management, valuing service and diversity	1. Administering self-rating questionnaire and score responses on each of the competencies 2. Collect small story/anecdote of prominent successful entrepreneurs 3. Identify entrepreneurial competencies reflected in each story and connect it to the definition of behavioural	10

UNIT 5: GREEN SKILLS –V			
Learning Outcome	Theory	Practical	Duration
Learning Objective	(05 hrs)	(10hrs)	(15 hrs)
Identify the role and importance of green jobs in different sectors	 Role of green jobs in toxin-free homes, Green organic gardening, public transport and energy conservation, Green jobs in water conservation Green jobs in solar and wind power, waste reduction, reuse and recycling of wastes, Green jobs in green tourism Green jobs in building and construction Green jobs in limproving energy and raw materials use Role of green jobs in limiting greenhouse gas emissions 	1. Listing of green jobs and preparation of posters on green job profiles 2. Prepare posters on green jobs.	15

change	Total	15
minimizing waste and pollution 11. Role of green jobs in protecting and restoring ecosystems 12. Role of green jobs in support adaptation to the effects of climate		
10. Role of green jobs		

Part B-Vocational Skills

S.No.	Units	Duration
1.	Hair Styling	35
2.	Hair Colouring	37
3.	Hair Perming	38
4.	Hair Relaxing and Straightening	32
5.	Client Consultation and Feedback	10
6.	Positive Impression at the Workplace	13
	Total	165

UNIT 1: HAIR STYLING			
Learning Outcome	Theory (10 hrs)	Practical (25 hrs)	Duration (35 hrs)
1.Demonstrate the knowledge of equipment and material	 Types of styling product: Styling spray Setting gel, Mousse Glitter spray Hair accessories Hair designing tools: Rollers Curling tongs Ironing Crimper Blow dryer Benders 	Explain the products as per services required Demonstration of tools and equipment used in the service	07
2.Perform hair styles procedure	 Preparation of the work area Types of hair styling: Plait, twist, braids, weave, knots, rolls, barrel curls, chignon, ringlets, smooth blow dry, curly blow dry, scrunch dry, tong, crimping 	 Demonstrate the hair product application Arrange all the equipment as per requirement for the service Demonstrate all 	28

	Total	35
influencing factors Select the most suitable drying, setting ,styling ,back brushing and finishing techniques Apply hair product for the finishing style Precaution during services Provide Home care advice Follow code of conduct	styling 6. Explain home care advice	35
5 Select the most suitable	6. Explain home	

UNIT 2: HAIR COLOURING			
Learning Outcome	Theory	Practical	Duration
	(15 hrs)	(22 hrs)	(37 hrs)
Demonstrate the knowledge of Hair colouring	 Hair colouring theory: law of colour, primary colours ,secondary colours and tertiary colours Colour wheel chart Natural base colour, undercoats, Numbering system Types of hair colour: temporary hair colour, semi-permanent hair colour, and permanent hair colour Highlighting and low lighting Hair and scalp conditions Hair analysis and hair examination Contraindications 	 Explain low of colour Explain colour wheel Activity using modelling clay that represents the three primary colours-red, blue and yellow create secondary and tertiary colours Explain the colour level system Make a chart on colour level system Group discussion on the colour chart 	05
2. Describe the Client consultation techniques	Use suitable consultation techniques to identity service	1. Role play: interaction with client use suitable consultation technique to identify service objectives	04
3.Demonstrate the colour procedure	Work area preparation Client comfort for the	Demonstrate chair setting as per	24

	service		services required	
	3. Select product, tools and	2.	Demonstration	
	equipment		patch test	
	4. Patch test	3.	Analysis the skin	
	5. Colouring process: global		sensitivity check	
	colouring, gray	4.	Hair colouring	
	coverage, re-growth,		sections practical	
	highlighting, low-lighting	5.	Demonstrate the	
	and colour correction		colour mixing ratio	
	 Client's draping 	6.	Demonstration on	
	Selection of colour		pre- and post-	
	number based on		preparation of	
	highlighting and low		client for colouring	
	lighting	7.	Demonstration of	
	6. Mix the colour		colour application	
	accurately		with do's and	
	7. Colour application		don'ts	
	8. Influencing factors: Skin	8.	Demonstrate the all	
	tone, existing colour, hair		techniques of	
	condition, test results if		colouring	
	any, etc		(highlighting or low	
	9. Complete the procedure		lighting)	
	as per guide line	9.	Demonstrate the	
	10. Rinse out techniques		colour/heena	
	after colour		Procedure with	
	11. colour techniques –		Do's &don't	
	Do's and don't	10.	. Practical of rinse	
	12. Follow code of		out colouring	
	conduct			
4.Describe the	Product advice after	1.	Demonstrate the	04
post hair	colour procedure		post colouring	
colouring	2. homecare advice		product range	
	1	I	Total	37

UNIT 3: HAIR PERMING AND NEUTRALIZING APPLICATION				
Learning Outcome	Theory	Practical	Duration	
	(15 hrs)	(23 hrs)	(38 hrs)	
1.Describe and demonstrate the Client consultation techniques	 Consultation techniques to identify the client's desired look before perming service Consultation techniques: catalogue of styles, chart etc 	1 Role play: client consultation2 Make a collage using pictures of different hair perming styles	03	
2.Demonstrate the knowledge of perming	Perming meaning and its types Neutralizing meaning Chemicals effect on bond	 Make a diagram of hair structure Draw the pH scale and define all the pH. 	06	

	and neutralizer 6. Types of perming rollers	perming and neutralizer	
	7. Product used for perming and neutralizing	 4. Explain contraindication of perming service 5. Demonstrate hair analysis porosity, and elasticity 6. Demonstrate the patch test and incompatibility test 7. Demonstrate the perming tools 8. Explain the perming and neutralizer 	
3. Describe the Perming Sectioning and winding	1. Perming sectioning: Brick , nine section , and directional 2. Winding techniques: spiral perm , ladder perm , body wave perm , soft perm, and piggy back	product 1. Demonstrate the all perming sections 2. Demonstrate all winding techniques	06
4. Demonstrate the Perming Procedure	1. Work area preparation 2. Client and self-position 3. Select product, tools and equipment 4. Chair setting as per client comfort 5. Perming process 6. Sections and winding the hair 7. Perming Chemicals application 8. Effect of temperature and time on the perming 9. Rinse out process 10. Creative finishing techniques 11. Follow code of conduct 12. After care advice	 Demonstrate the perming procedure Explain the end paper work in perming Demonstrate the rinse out procedure of perming Demonstrate how to open perming rollers after the complete process Explain product range after perming (shampoo, conditioner, and serum) 	23
	12. Alloi Gaio davico	Total	38

UNIT 4: HAIR STRAIGHTENING AND RELAXING				
Learning Outcome	Theory (10 hrs)	Practical (22 hrs)	Duration (32 Hrs)	
Describe the hair relaxing products, tools and equipment	 Types of hair Straightening Smoothening/ Keratin application Straightening, rebounding and relaxing Selection of chemicals, tools and equipment use for hair relaxing and straightening Hair analysis pre and post-tests to be conducted for relaxing service Tests: Elasticity test, porosity test 	 Explain the types of hair relaxing services required Demonstration of products, tools and equipment for the hair relaxing and straightening Demonstrate the trolley setting Explain hair analysis Explain the elasticity test 	0.5	
Demonstrate the hair relaxing Procedure	1. Prepare the work area 2. Client position (privacy safety and comfort) 3. Hair test 4. Procedure of the chemical relaxing service 5. Application techniques: Top ,top and bottom 6. Sectioning the hair 7. Application of the product ,check client comfort 8. Complete the procedure as per guideline Rinse out the chemicals 9. Follow salons code of conduct	1.Demonstrate the client's draping 2.Demonstrate sectioning for hair relaxing 3.Demonstrate the hair relaxing and straightening procedure 4.Carry out demo in the class activity steps of hair straightening with ironing do's and don'ts 5.Demonstrate the hair rinse out process (chemical hair)	22	
3.Describe post care advice for the hair relaxing and straightening	1.Product advice to client 2. home care advice	Enlist the hair relaxing and hair straightening Products Explain the home care advice for the straightening	05	
		Total	32	

1. Use suitable consultation and requirements 1. Use suitable consultation techniques to identify service 2. Effective questions to clarify the client's expectation before commencement of service 1. Record file detail of the procedure 2. Prepare client card with signature 3. Customer feedback 4. Post-service apologies when required 5. if customer is not satisfied with service to ke actions to resolve matter 6. Store records, materials and equipment securely 1. Role play: interaction with client use suitable consultation technique to identify service objectives 2. Prepare client card with signature 3. Customer feedback 4. Post-service apologies when required 5. if customer is not satisfied with service to ke actions to resolve matter 6. Store records, materials and equipment securely 4. Make a team of two where one will act as hair stylist and another as client and then one will explain to other the home care advice, recommendation s for product use and suggestions for further services	Learning Outcome	Theory (05 hrs)	Practical (05 hrs)	Duration (10 hrs)
2. Prepare client card with signature 3. Customer feedback 4. Post-service apologies when required 5. if customer is not satisfied with service take actions to resolve matter 6. Store records, materials and equipment securely equipment securely form from client's as per prescribed format 2. Explain principles of privacy, protection of information and storage of records 3. Demonstrate the storage and disposal procedure of records 4. Make a team of two where one will act as hair stylist and another as client and then one will explain to other the home care advice, recommendation s for product use and suggestions for further	consultation and requirements	consultation techniques to identity service 2. Effective questions to clarify the client's expectation before commencement of service	interaction with client use suitable consultation technique to identify service objectives	
	knowledge of client	the procedure 2. Prepare client card with signature 3. Customer feedback 4. Post-service apologies when required 5. if customer is not satisfied with service take actions to resolve matter 6. Store records, materials and	fill the feedback form from client's as per prescribed format 2. Explain principles of privacy, protection of information and storage of records 3. Demonstrate the storage and disposal procedure of records 4. Make a team of two where one will act as hair stylist and another as client and then one will explain to other the home care advice, recommendation s for product use and suggestions for further	

UNIT: 6 POSITIVE IMPRESSIO	UNIT: 6 POSITIVE IMPRESSION AT THE WORKPLACE				
Learning Outcome	Theory (05 hrs)	Practical (08 hrs)	Duration (13 Hrs)		
Demonstrate the knowledge of positive impression at work place	 Reception area and salon staff room management Creation of a caring and comforting environment Effective consultation techniques to identify treatment objectives Effective communication techniques for dealing with clients, especially on telephone Code of conduct and professional etiquettes Working as an effective team member 	1. Games for developing leadership qualities and effective communication skills 2. Activities on working as a team member 3. Demonstration and games on effective communication	06		
 Describe the professional etiquettes and personal grooming Use effective communication techniques dealing with client Personal grooming and hygiene Uniform and work accessories – Personal Protective Equipment Maintaining good health and posture Professional etiquettes 		1.Demonstration of procedures and practices for maintaining personal hygiene, use of personal protective equipment and maintaining good health and posture using videos and presentations.	07		
		Total	13		

6. ORGANISATION OF FIELD VISITS

In a year, at least 3 field visits/educational tours should be organised for the students to expose them to the activities in the workplace.

Visit a salon and observe the following: Location, Facial Room, Ambience, Manicure/Pedicure Room, Work Area, Hygienic conditions, etc. During the visit, students should obtain the following information from the owner or the supervisor of the salon:

- 1. Area under salon and its layout
- 2. Types of equipment and material used
- 3. Location, environment, convenience
- 4. Hygiene and safety methods
- 5. Sale procedure
- 6. Accounts maintenance
- 7. Manpower engaged
- 8. Total expenditure of salon
- 9. Total annual income
- 10. Profit/Loss (Annual)
- 11. Any other information

7. LIST OF EQUIPMENT AND MATERIALS

The list given below is suggestive and an exhaustive list should be prepared by the vocational teacher. Only basic tools, equipment and accessories should be procured by the Institution so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience.

- 1. Anatomy and physiology charts
- 2. Hand held dryer and attachments
- 3. Trolley
- 4. Section Clips
- 5. Bowl and colour Brush
- 6. Scalp steamer
- 7. Climazone
- 8. Round Brushes (various diameters)-
- 9. Flat Brushes
- 10. Paddle Bristle Brushes
- 11. Vent Dressing comb-
- 12. Back comb
- 13. Hot rollers with pins
- 14. Bendy rollers
- 15. Velcro rollers
- 16. Pins curl clips
- 17. Hood dryer
- 18. Wraps

- 19. Foil
- 20. Hi/lo-lighting cap
- 21. Perm curlers (various sizes)
- 22. End papers
- 23. Cotton wool
- 24. Towels (White and Brown)
- 25. Tissue Paper
- 26. Disposable gloves
- 27. Apron self and client
- 28. Head steamer
- 29. Computer with Internet
- 30. Crimpers
- 31. Curling Iron
- 32. Curling Rods (Small, Medium, Large)
- 33. Clippers
- 34. Cutting Scissors
- 35. Cutting Sheets
- 36. Decorative Pins Boxes
- 37. Dustbin

- 38. Electric Curler
- 39. Frosting Cap
- 40. Garbage Bin/Bags
- 41. High frequency
- 42. Derma scope
- 43. Blow dryer
- 44. Hair Connector
- 45. Hair Cutting Comb
- 46. Hair Dresses Chair/ Stool
- 47. Hair Pins Boxes
- 48. Hair Steamer
- 49. Hand Mirrors
- 50. High Chair
- 51. Hydraulic Chair 5
- 52. Invisible Pins Boxes
- 53. Jumbo Rollers set
- 54. Ladies/kids Cut Catalogues
- 55. Large Size Rollers
- 56. Large Stools
- 57. Large Tooth Comb
- 58. Magazines/Books with rack
- 59. Measuring Cup sets
- 60. Measuring Glass sets
- 61. Measuring Spoon sets
- 62. Medium Size Rollers
- 63. Mixing Bowles set

- 64. Mop
- 65. Needle for Striking
- 66. Perming Cap
- 67. Pin Curl Clips Boxes
- 68. Razor with blade
- 69. Roller Brush set 5 in 1
- 70. Roller pins
- 71. Shampoo Bowl Set
- 72. Shampoo Unit
- 73. Shower Cap
- 74. Small Scissors
- 75. Small Size Hair Rollers Wires
- 76. Small Stools
- 77. Spatula
- 78. Spray Bottle
- 79. Sterilizer
- 80. Straightening Iron
- 81. Tail Comb, cutting comb
- 82. Thinning Scissors, cutting scissor
- 83. Timer
- 84. Tinting Brush with Comb
- 85. White Board
- 86. Wide Toothed Comb

8. VOCATIONAL TEACHER'S/ TRAINER'S QUALIFICATION AND GUIDELINES

Qualification and other requirements for appointment of vocational teachers/trainers on contractual basis should be decided by the State/UT. The suggestive qualifications and minimum competencies for the vocational teacher should be as follows:

S.No.	Qualification	Minimum	Age Limit
		Competencies	
1.	Graduate and Diploma in Cosmetology/ Beauty & skin/Hair & skin/ Beauty Culture from a state Govt./govt of India institute/ recognized Institution	Effective communication skills (oral and written) Basic computing skills	18-37 years (as on Jan. 01 (year)) Age relaxation to be provided as per Govt. rules
	Minimum 1 year working experience in the profession		

Vocational teachers /Trainers form the backbone of Vocational Education being imparted as an integral part of Samagra Shiksha. They are directly involved in teaching of vocational

subjects and also serve as a link between the industry and the schools for arranging industry visits, On-the-Job Training (OJT) and placement.

These guidelines have been prepared with an aim to help and guide the States in engaging quality Vocational Teachers/Trainers in the schools. Various parameters that need to be looked into while engaging the Vocational Teachers/Trainers are mode and procedure of selection of Vocational Teachers/Trainers, Educational Qualifications, Industry Experience, and Certification/Accreditation.

The State may engage Vocational Teachers/Trainers in schools approved under the component of Vocationalisation of Secondary and Higher Secondary Education under Samagra Shiksha in the following ways:

- (i) directly as per the prescribed qualifications and industry experience suggested by the PSS Central Institute of Vocational Education(PSSCIVE), NCERT or the respective Sector Skill Council(SSC)

 OR
- (ii) Through accredited Vocational Training Providers accredited under the National Quality Assurance Framework (NQAF*) approved by the National Skill Qualification Committee on 21.07.2016. If the State is engaging Vocational Teachers/Trainers through the Vocational Training Provider (VTP), it should ensure that VTP should have been accredited at NQAF Level 2 or higher.
 - * The National Quality Assurance Framework (NQAF) provides the benchmarks or quality criteria which the different organisations involved in education and training must meet in order to be accredited by competent bodies to provide government-funded education and training/skills activities. This is applicable to all organizations offering NSQF-compliant qualifications.

The educational qualifications required for being a Vocational Teacher/Trainer for a particular job role are clearly mentioned in the curriculum for the particular NSQF compliant job role. The State should ensure that teachers / trainers deployed in the schools have relevant technical competencies for the NSQF qualification being delivered. The Vocational Teachers/Trainers preferably should be certified by the concerned Sector Skill Council for the particular Qualification Pack/Job role which he will be teaching. Copies of relevant certificates and/or record of experience of the teacher/trainer in the industry should be kept as record.

To ensure the quality of the Vocational Teachers/Trainers, the State should ensure that a standardized procedure for selection of Vocational Teachers/Trainers is followed. The selection procedure should consist of the following:

- (i) Written test for the technical/domain specific knowledge related to the sector;
- (ii) Interview for assessing the knowledge, interests and aptitude of trainer through a panel of experts from the field and state representatives; and
- (iii) Practical test/mock test in classroom/workshop/laboratory.

In case of appointment through VTPs, the selection may be done based on the above procedure by a committee having representatives of both the State Government and the VTP.

The State should ensure that the Vocational Teachers/ Trainers who are recruited should undergo induction training of 20 days for understanding the scheme, NSQF framework and Vocational Pedagogy before being deployed in the schools.

The State should ensure that the existing trainers undergo in-service training of 5 days every year to make them aware of the relevant and new techniques/approaches in their sector and understand the latest trends and policy reforms in vocational education.

The Head Master/Principal of the school where the scheme is being implemented should facilitate and ensure that the Vocational Teachers/Trainers:

- (i) Prepare session plans and deliver sessions which have a clear and relevant purpose and which engage the students;
- (ii) Deliver education and training activities to students, based on the curriculum to achieve the learning outcomes;
- (iii) Make effective use of learning aids and ICT tools during the classroom sessions;
- (iv) Engage students in learning activities, which include a mix of different methodologies, such as project based work, team work, practical and simulation based learning experiences;
- (v) Work with the institution's management to organise skill demonstrations, site visits, onjob trainings, and presentations for students in cooperation with industry, enterprises and other workplaces;
- (vi) Identify the weaknesses of students and assist them in up gradation of competency;
- (vii) Cater to different learning styles and level of ability of students;
- (viii) Assess the learning needs and abilities, when working with students with different abilities
- (ix) Identify any additional support the student may need and help to make special arrangements for that support;
- (x) Provide placement assistance

Assessment and evaluation of Vocational Teachers/Trainers is very critical for making them aware of their performance and for suggesting corrective actions. The States/UTs should ensure that the performance of the Vocational Teachers/Trainers is appraised annually. Performance based appraisal in relation to certain pre-established criteria and objectives should be done periodically to ensure the quality of the Vocational Teachers/Trainers. Following parameters may be considered during the appraisal process:

- 1. Participation in guidance and counselling activities conducted at Institutional, District and State level;
- 2. Adoption of innovative teaching and training methods;
- 3. Improvement in result of vocational students of Class X or Class XII;
- 4. Continuous up gradation of knowledge and skills related to the vocational pedagogy, communication skills and vocational subject;
- 5. Membership of professional society at District, State, Regional, National and International level;
- 6. Development of teaching-learning materials in the subject area;
- 7. Efforts made in developing linkages with the Industry/Establishments;
- 8. Efforts made towards involving the local community in Vocational Education
- 9. Publication of papers in National and International Jour

- 10. Organisation of activities for promotion of vocational subjects;
- 11. Involvement in placement of students/student support services.

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