



Model Curriculum

QP Name: Assistant Beauty & Wellness Consultant

QP Code: BWS/Q4001

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

Beauty & Wellness Sector Skill Council
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Training Parameters

Sector	Beauty & Wellness
Sub-Sector	Product and Sales
Occupation	Beauty & Wellness Products Training, Sales & Consultancy Services
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.9900
Minimum Educational Qualification and Experience	NSQF Level-3 course (Assistant Beauty Therapist) OR Class X with 1 year program in ITI (Hair & Skin care)
Pre-Requisite License or Training	–
Minimum Job Entry Age	18 years
Last Reviewed On	08-04-2021
Next Review Date	08-04-2024
NSQC Approval Date	31-08-2021
QP Version	2.0
Model Curriculum Creation Date	08-04-2021
Model Curriculum Valid Up to Date	08-04-2024
Model Curriculum Version	2.0
Minimum Duration of the Course	300:00 Hrs.
Maximum Duration of the Course	300:00 Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Explain the objectives of the program
- List the career opportunities and projected growth in consultant services
- Explain the roles & responsibilities of an Assistant Beauty & Wellness Consultant
- Carry out preparation of products arrangement at work area for sales
- Perform assisting tasks required in product sales
- Carry out sales and customer services for hair, beauty and wellness product and service sales
- Describe the application of health and safety practices at the workplace
- Describe the importance of personal hygiene and grooming while executing task

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Introduction to the program and the role of an Assistant Beauty & Wellness Consultant	1	0			1
BWS/N4001 Arrange product for sales V2.0, NSQF Level 3	10	40	–	–	50
Display stock to promote sales	10	40	–	–	50
BWS/N4002- Provide sales and customer services to customers for hair, beauty and wellness product and service sales V2.0, NSQF Level 3	15	50	60	–	125
Provide sales and customer services to customers for hair, beauty and wellness product and service sales	15	50	60	–	125
BWS/N4003-	10	50	–	–	60

Perform simple administrative tasks to assist the beauty wellness consultant in product sales V2.0, NSQF Level 3					
Perform simple administrative tasks to assist the beauty wellness consultant in product sales	10	50	–	–	60
BWS/N9002- Maintain health and safety at the workplace V3.0, NSQF Level 3	2	10	–	–	12
Maintain health and safety at the workplace	2	10	–	–	12
BWS/N9003- Create a positive impression at the workplace V3.0, NSQF Level 3	22	30	–	–	52
Appearance and Behavior	7	10	–	–	17
Task execution as per organization's standards	7	10	–	–	17
Communication and Information record	8	10	–	–	18
Total Duration	60:00	180:00	60:00		300:00 Hrs.

Module Details

Introduction to the program and the role of an Assistant Beauty & Wellness Consultant

Terminal Outcomes:

- Explain the objectives of the program
- Explain the roles & responsibilities of an Assistant Beauty & Wellness Consultant
- List the career opportunities in consultancy services

Duration: 01:00 Hrs.	Duration: <hh:mm>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the objectives of the program • State the roles & responsibilities of an Assistant Beauty & Wellness Consultant • List the career opportunities in consultancy service • Discuss about the projected growth in consultancy service 	
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
N.A	

Arrange product for sales

Mapped to Assistant Beauty & Wellness Consultant, BWS/Q4001

Terminal Outcomes:

- Carry out preparation of products arrangement at work area for sales

Duration: 10:00 Hrs.	Duration: 40:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of arranging products for sales by maintaining hygienic, safe, disinfected and suitable ambient conditions at work place; such as by using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment and restructuring the workplace set-up by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to co-workers/ clientele, etc. • Identify and prepare the products required for the display along with its labelling • Identify need of segregating recyclable, non-recyclable and hazardous waste generated in separate bin • State the importance of employee awareness program; such as for COVID-19 by displaying posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises 	<ul style="list-style-type: none"> • Demonstrate organizing the sterilized/ disinfected products for a service delivery • Demonstrate disposing of waste in the designated area at work place; waste materials such as disposable triple layered surgical face mask, disposable gloves, etc. • Demonstrate the use of electrical equipment while providing services and its proper maintenance when not in use • Prepare reports of products in line with the organisational policies • Apply digital mode of payment to lessen any kind of cross infection; digital mode such as use of debit/credit cards, internet banking, mobile wallets, digital payment apps, etc.
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Anatomy and physiology chart, Hand Sanitiser, Masks, Facial Tissues, Stool, and POS Machine	

Provide sales and customer services to customers for hair, beauty and wellness product and service sales

Mapped to Assistant Beauty & Wellness Consultant, BWS/Q4001

Terminal Outcomes:

- Carry out sales and customer services for hair, beauty and wellness product and service sales

Duration: 15:00 Hrs.	Duration: 50:00 Hrs.
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Explain the structure and function of the skin • Identify characteristics of the skin and skin types of different ethnic client groups • Explain the effect of the natural ageing process on the facial and bleach skin and muscle tone • Identify allergies, contraindications, contra-actions (Erythema) • Explain the structure, function, and types of hair • Explain the structure, function, characteristics of nail and process of nail growth • Identify nail diseases and disorders • Explain hair, nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Apply safe and effective methods of retail sales • Perform customers consultation • Demonstrate the process followed in application of the products • Demonstrate and identify contra-indications and contra-actions that may affect or restrict the services • Select the tools, materials and products needed for demonstrating make-up, skincare, haircare and dressing, and nailcare, effectively and hygienically • Demonstrate the features and benefits of make-up, skincare, haircare, spa and nail products to the customers • Perform service at point of sale in a retail store • Analyse the customers preferences and buying decisions while selling the retail beauty & wellness products • Record and maintain the customer record-card system in a retail store
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Anatomy and Physiology Chart, Hair & Skin Analyser, Cleanser, Beauty & Wellness Products, Mirror, Nail Paint Remover, Stool, Disposable Spatula, Facial Tissues, Apron, Cotton and Record Book	

(*OJT: 60 Hours)

Perform simple administrative tasks to assist the beauty wellness consultant in product sales

Mapped to Assistant Beauty & Wellness Consultant, BWS/Q4001

Terminal Outcomes:

- Perform assisting tasks required in product sales

Duration: 10:00 Hrs.	Duration: 50:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of maintaining the product inventory and ordering products based on inventory status • Identify the process to be followed ensuring arrangements for the clients needing a refund or replacement of their products based on company policy 	<ul style="list-style-type: none"> • Prepare work area for sales service • Perform services as per standard procedure set by the salon/organisation • Perform maintaining a client database by inputting client profile and updates • Carry out keeping a neat record of cash, different receipts and bills • Carry out maintaining promotional database by inputting invoice and bill-back data as per organization standards • Analyse daily action summary and report it to the manager/ supervisor
Classroom Aids	
Computer, Projector, White board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Record Book	

Maintain health and safety at the workplace

Mapped to Assistant Beauty & Wellness Consultant, BWS/Q4001

Terminal Outcomes:

- Describe the application of health and safety practices at the workplace

Duration: 02:00 Hrs.	Duration: 10:00 Hrs.
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • State the significance of personal protective equipment (PPE) & its efficient supply at work place; PPE such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. • Discuss the importance of maintaining basic hygiene at work place to avoid any kind of cross infection; basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, etc. • Explain the importance of maintaining first aid kit at work place • Identify and list potential risks and hazards in the workplace 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate and state significance of maintaining posture and position to minimize fatigue and the risk of injury • Demonstrate the method of sterilizing equipment & tools before and after use • Prepare, maintain and report accident reports as per organisational policies
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
First Aid Kit, Fire Extinguishers, Sterilizers, Disposable Masks, Aprons, Hand Sanitiser, and Waste Disposal Bins	

Create a positive impression at the workplace

Mapped to Assistant Beauty & Wellness Consultant, BWS/Q4001

Terminal Outcomes:

- Describe the importance of personal hygiene and grooming while executing task

Duration: 22:00 Hrs.	Duration: 30:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the importance of maintaining personal hygiene and grooming; such as sanitized hands, neatly tied and covered hair, clean nails, sanitized uniform while engaging with clients with no gender stereotyping, to ensure privacy, comfort and wellbeing of all the genders throughout the services, etc. List the ways to manage client expectations; such as by identifying new techniques State the importance of maintaining confidentiality of information while performing documentation of records Conduct employee awareness program; such as internalization of gender, PwD sensitization on designing PwD friendly workplace 	<ul style="list-style-type: none"> Demonstrate confidence at the workplace by managing and identifying various business opportunities Demonstrate the different formats of maintaining documentation of records Demonstrate the process of client appointment scheduling; pre-bookings and maintaining the work area, equipment, product stocks to meet the schedule Carry out different & effective ways of communication for clients; clients could be from different culture, religion, age, background, disability, gender; and communication such as email, phone etc. Perform activities related to the financial literacy; such as saving money, opening bank accounts, linking Aadhaar card to bank account, using various e-commerce payment systems, etc.
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
POS Machine	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Diploma in Beauty or Cosmetology and compulsory knowledge of spoken English	Beauty or Cosmetology and compulsory knowledge of spoken English	2	Sales & Marketing	1	N.A.	Diploma should be minimum of 6 months period

Trainer Certification	
Domain Certification	Platform Certification
BWS/Q4001, V2.0 Trainer Minimum accepted score is 80%	MEP/Q2601, V1.0 Trainer Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Advance Diploma in Beauty or Cosmetology and compulsory knowledge of spoken English	Cosmetology/ Beauty & Wellness	3	Sales & Marketing	2	N.A	Diploma should be minimum of 6 months period followed by Advanced Diploma of minimum 3 months

Assessor Certification	
Domain Certification	Platform Certification
BWS/Q4001, V2.0 Assessor Minimum accepted score is 80%	MEP/Q2701, V1.0 Assessor Minimum accepted score is 80%

Assessment Strategy

Assessment system Overview

Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, B&WSSC will certify the learners. Assessor has to pass assessment of theoretical knowledge of the job role and approved by B&WSSC.

The assessment will have both theory and practical components in 25:75 ratio. While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

Testing Environment

Training partner has to share the batch start date and end date, number of trainees and the job role.

Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.

Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.

Question bank of theory and practical will be prepared by assessment agency and approved B&WSSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on his theoretical knowledge of the subject.

The theory and practical assessments will be carried out on same day. The question paper is pre-loaded in the computer (in case of online assessment) and it will be in the language requested by the training partner.

Presentation will be one mode of assessment and so computers and LDC projector will be available for assessment. Viva will also be used to gauge trainee's confidence and correct knowledge in handling job situations.

Assessment Quality Assurance framework

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.

The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.

In case of many candidates to be accommodated in one venue for theory assessment, caution is taken not to let the candidates who competed test meet those who have not. Once the first batch has moved out of the knowledge-based assessment area, the second batch must be taken from the main waiting area and seated in the respective seats for their knowledge-based assessment.

For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

The assessment will be video recorded and submitted to B&WSSC. The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

Methods of Validation

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Aadhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.

Video of the practical session is prepared and submitted to B&WSSC.

Random spot checks/audit is conducted by B&WSSC assigned persons to check the quality of assessment.

Assessment agency will be responsible to put details in SIP.

B&WSSC will also validate the data and result received from the assessment agency.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by B&WSSC assessment team. After upload, only B&WSSC can access this data. B&WSSC approves the results within a week and uploads on SIP.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards