

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Beauty & Wellness Sector Skill Council
Office no. - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba Gandhi
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Name and contact details of individual dealing with the submission

Name: Ms. Monica Bahl

Position in the organization: CEO

Address if different from above: Same as above

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List of documents submitted in support of the Qualifications File

1. Qualifications Pack
2. Industry Validations letters
3. Industry Endorsement tracker
4. Integrated Occupational Map
5. Summary Sheet
6. Model Curriculum

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

SUMMARY

1.	Qualification Title: Pedicurist and Manicurist
2.	Qualification Code: BWS/Q0402
3.	NCO code and occupation: NCO-2015/5142.0201
4.	Nature and purpose of the qualification: This Qualification Pack (QP) contains National Occupational Standards for Pedicurist and Manicurist job role. The purpose of this qualification is to skill and upskill people with the intent to employ them as Pedicurist and Manicurist.
5.	Body/bodies which will award the qualification: Beauty & Wellness Sector Skill Council (B&WSSC)
6.	Body which will accredit providers to offer courses leading to the qualification: Beauty & Wellness Sector Skill Council (B&WSSC)
7.	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy): Yes
8.	Occupation(s) to which the qualification gives access: Nailcare Services under Beauty and Salons Sub-sector
9.	Job description of the occupation: A pedicurist and manicurist cleans, shapes, and polishes customer's finger nails and toe nails. A Pedicurist and Manicurist needs to be aware of the pedicure and manicure services, maintaining health, safety, and hygiene at workplace. They need to be knowledgeable about various nail products.
10.	Licensing requirements: N/A
11.	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided) : N/A
12.	Level of the qualification in the NSQF: Level 3
13.	Anticipated volume of training/learning required to complete the qualification: 270 hours <i>(including 30 Hours of Optional NOS)</i>
14.	Indicative list of training tools required to deliver this qualification: Manicure Chair, Manicure Stool, Sterilizer, Bowls, Manicure Brush, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange Stick, Nail Filer, Pack Brush, Dust Bin, Pedicure Chair, Pedicure Stool, Foot Crapper, Emery Board, Pumice Stone, Toe Separator, Pedicure Brush, Table Lamp, Nail Station, Client's Chair, Technician Stool, Safety Glasses, Dust Mask, Disposable Apron, Metal Bin With Lid, Towels, Disposable Paper Roll, Wipes, Nail Scissors, Stiff-Bristled Nail Brush, Product Application Brush, Selection of Files, Mehndi, Mehndi Cone, Mehndi Oil, Hand Sanitizer, and Towels
15.	Entry requirements and/or recommendations: <ul style="list-style-type: none"> • Minimum Educational Qualifications - Class VIII • Minimum Job Entry Age - 16 years

16.	Progression from the qualification: This entry should refer to one or more of the following: - access to other qualifications at the same NSQF level - Assistant Nail Technician (Level-3) - access to related qualification(s) at the next NSQF level - Nail Technician (Level-4)			
17	Arrangements for the Recognition of Prior learning (RPL): Currently Beauty & Wellness Sector Skill Council (B&WSSC) is doing the RPL assessments after covering learning Hours of 20 Hours and then followed by the assessments. The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles- 1. Theory- weightage 70% 2. Practical- Weightage 30% (Hands on assessment + Viva) The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands-on performance. (Please see attachment)			
18	International comparability where known: This would most closely align to UK NVQ Level 2 Diploma in Nail Services. There are no UK NOS at Level 1 for Manicure and Pedicure. The industry standard for this occupational role starts at Level 2, which would equate with NSQF Level 4. The unit The NOS 'Provide specialized hand and foot spa treatments' (NSQF L4) aligns with UK standards at Level 2			
19	Date of planned review of the qualification: 08-04-2024			
20	Formal structure of the qualification Mandatory components			
Title of component and identification code.		Mandatory	Estimated size (learning hours)	Level
BWS/N9001 Prepare and maintain work area		Mandatory	12	3
BWS/N0401 Provide manicure and pedicure services		Mandatory	80 <small>*including OJT of 30 Hours</small>	3
BWS/N0403 Provide specialized hand and foot spa services		Mandatory	38	3
BWS/N0202 Shampoo, condition hair		Mandatory	28	3

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and scalp			
BWS/N0417 Provide Indian head massage	Mandatory	18	3
BWS/N9002 Maintain health and safety of workplace	Mandatory	12	3
BWS/N9003 Create a positive impression at the workplace	Mandatory	52	3
BWS/N0127 Carry out application of simple mehndi designs	Optional	30	3
Sub Total (A)	240		
Optional components (B)	30		
Total (A+B) 270 Hours			
Instructor-Led Online Module – 30 Hours			

SECTION 1

ASSESSMENT

21	<p>Body/Bodies which will carry out assessment:</p> <ol style="list-style-type: none"> 1. Amrit Skills Development Private Limited 2. Aspiring Minds Assessment (P) Ltd. 3. Inspire Youth Development Pvt. Ltd 4. Iris Corporate Solutions Pvt. Ltd 5. Mettl 6. Prima Competencies Private Limited 7. Skills Mantra Edutech Consulting India Pvt Ltd 8. SP Institute of Workforce Development Pvt Ltd (SPIWD) 9. Trendsetters 10. Vedokt Skills 11. Demorgia Consulting Services Pvt Ltd 12. Diversified Business Solutions Private Limited 13. Eduvantage 14. Eins & Erste Skill development and Technologies 15. Glocal Thinkers 16. Khwaspuria Advisory P Limited 17. Navriti Technologies Pvt. Ltd. 18. Radiant Infonet Pvt Ltd 19. Sai Graphics Assessment Body Pvt Ltd 20. IQAG 21. Star Projects Services Pvt Ltd. 22. Palmary Project & Services Pvt. Ltd. 23. Wheebox 24. CII
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>Give details of how RPL assessment for the qualification will be carried out and quality assured.</p> <p>The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates</p>
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following</p>

	<p>information:</p> <p>The assessments are happening in online/ offline basis. There are three phases of assessments which is followed in all assessment process of different job roles-</p> <ul style="list-style-type: none">➤ Theory- weightage 30%➤ Practical+ VIVA- Weightage 70% (Hands on assessment + Oralquestioner) <p>The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands on performance. Criteria on decision making & process manual is attached in the folder (Attachment name – Assessment Process)</p>
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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Pedicurist & Manicurist

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Pedicurist & Manicurist

Qualification Pack BWS/Q0402

Sector Skill Council Beauty & Wellness

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the QP, every trainee should score a minimum of 50% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the QP.

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self and client</i>	7	16	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	-
2. position self and client throughout service to ensure privacy, comfort and safety	1	3	-	-
3. prepare yourself, the client and work area for shampoo and conditioning services (Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.)	1	3	-	-
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures	1.5	2.5	-	-
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1.5	2.5	-	-
6. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet clients' needs and service plan	1	3	-	-
<i>Shampoo, condition the hair</i>	20	57	-	-
7. carry out the procedure using methods that minimize risk of cross infection	1.5	4.5	-	-
8. apply shampoo using rotary massage technique	1	2	-	-
9. carry out and adapt massage techniques to suit the client needs and to perform the service plan	1	4	-	-
10. check the water temperature and flow to meet the needs of the service procedure and client comfort	1	3	-	-
11. leave the hair clean and free of products, dirt, and grease after the shampoo	0.5	2.5	-	-

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12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process	1	4	-	-
13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service	1	3	-	-
14. detangle hair without causing damage to hair or scalp using a tooth comb	1	4	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	3.5	-	-
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
17. promptly refer problems that cannot be solved to the relevant superior for action	1.5	1.5	-	-
18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organizational standards and client needs	1	3	-	-
19. ensure the work area is kept clean and tidy during the service	-	3	-	-
20. dispose waste materials as per organizational standards in a safe and hygienic manner	0.5	2.5	-	-
21. record the service details accurately as per salon policy and procedures	1.5	1.5	-	-
22. store information securely in line with the salon policies and procedures	1.5	1.5	-	-
23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards	1	2	-	-
24. ask questions to check with the client their satisfaction with the finished result	1.5	2.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor	1	3	-	-
26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions	1	2	-	-
NOS Total	27	73	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing self and client</i>	4.5	22.5	-	-
1. adhere to the health and safety standards laidout by the manufacturer and organization	0.5	2.5	-	-
2. sanitize the hands prior to procedure commencement as per organizational approvedprocess	0.5	2.5	-	-
3. prepare the client suitably for the respective serviceprocedure and provide relevant required personal protective equipment	1	4	-	-
4. ask relevant and effective questions to checkand establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	0.5	2.5	-	-
5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout theprocedure	0.5	3.5	-	-
6. adjust the clients position to meet the needs ofthe service without causing them discomfort	0.5	3.5	-	-
7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needsof the client	1	4	-	-
<i>Carrying out manicure and pedicure services</i>	8	38	-	-
8. remove any existing nail polish using approved products and procedures before proceeding further	1	3	-	-
9. enquire to establish the desired length andshape of nails (hands or toes) with the client	1	3	-	-
10. file the nails ensuring the nails free edge is left smooth and shaped to required length according tothe clients preference	1	4	-	-
11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washingto be dirt free	0.5	2.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	0.5	4.5	-	-
13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)	1	4	-	-
14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs	0.5	3.5	-	-
15. remove any excessive hard skin using a footscraper during the manicure service without discomfort to the client	0.5	2.5	-	-
16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials	0.5	2.5	-	-
17. check that the nail plate is dehydrated and the underside is clean and free of debris	0.5	2.5	-	-
18. apply sufficient base coat, polish coats and topcoats as required to achieve the desired nail finish	0.5	3.5	-	-
19. check that the final nail finish is smooth, even textured and uniformly colored, with the cuticle and nail wall free of enamel	0.5	2.5	-	-
<i>Post Service procedures</i>	7.5	19.5	-	-
20. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	1	3	-	-
21. clean the treated area and use a suitable soothing product	0.5	2.5	-	-
22. complete the therapy to the satisfaction of the guest in a commercially acceptable time	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
23. record the therapy accurately and store information securely in line with the organizations policies	2	2	-	-
24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	3	-	-
25. ask questions to check with the client their satisfaction with the finished result	1	2	-	-
26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor	1	3	-	-
NOS Total	20	80	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide specialized hand and foot spa services</i>	24	76	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	2	5	-	-
2. consult with the client to identify factors that may influence the services objectives (contra indications)	2	6	-	-
3. explain service procedure and provide information about products used during service Products: Oils, creams, etc. Information: Brand, suitability, application, etc.	2	6	-	-
4. prepare clients for service by providing them with gowns and assist them by putting away their clothing	2	5	-	-
5. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines, for ease of service	1	5	-	-
6. prepare products and other equipment for service Products: Massage oil, cream, etc. Tools and Equipment: Pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, emery boards, nail scissors, nail clippers	1	5	-	-
7. position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service	1	5	-	-
8. perform and adapt the services using materials, equipment and techniques correctly and safely to meet the needs of the client as per professional and organizational standards Services: Exfoliation, wraps and soaks	1	5	-	-
9. identify contra actions that may appear during service, take required necessary action to ensure customer safety and comfort, adapt the procedure to suit the client needs	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. provide hand and foot massage using a range of mediums and techniques to achieve the desired results Mediums: powder, cream, oil, gel Techniques: Effeurage, tapotement, petrissage and frictions.	1	5	-	-
11. complete the service to the satisfaction of the client in a commercially acceptable time, as per organization standards and client expectations	1	5	-	-
12. ensure the work area is kept clean and tidy during the service	0.5	3.5	-	-
13. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	5	-	-
14. record details of the service accurately as per organization policy and procedures	2.5	2.5	-	-
15. store information securely in line with the salon policies	2	2	-	-
16. ask questions to check with the client their satisfaction with the finished result	1	3	-	-
17. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor	1	3	-	-
NOS Total	24	76	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self and client</i>	10.5	29.5	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	-
2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service	1	3	-	-
3. prepare yourself, the client and work area for head massage Yourself: Sanitize the hands prior to service commencement using hand sanitizer, wear personal protective equipment, remove jewellery, etc. Client: Provide suitable protective apparel, remove jewellery, etc. Work area: organize and arrange products, tools and equipment, sanitize tools and equipment, no trailing wires, no obstructions, etc.	1	3	-	-
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services	1.5	2.5	-	-
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures	1.5	2.5	-	-
6. identify contra-indications if any that restrict the services or products sought by the customer	0.5	2.5	-	-
7. explain politely to the customer why service is denied or modified in case done so for contra- indications	1.5	3.5	-	-
8. work minimizing risk of cross infections	1	3	-	-
9. select and prepare products, tools and equipment that are suitable for the client's head massage to meet to the client's needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror	0.5	3.5	-	-
10. perform a pre-shampoo or other relevant procedure in accordance with the required service	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Indian head massage</i>	9	29	-	-
11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic- sesame, coconut, almond, olive, mustard), cream	1	4	-	-
12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, and friction.	1	4	-	-
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	1	3	-	-
14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type	1	4	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	3.5	-	-
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
17. promptly refer problems that cannot be solved to the relevant superior for action	2.5	2.5	-	-
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organizational standards	1	4	-	-
<i>Carry-out post procedure activities</i>	7.5	14.5	-	-
19. ask questions to check with the client their satisfaction with the finished result	1	3	-	-
20. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor	1	3	-	-
21. record details of the service accurately as per organizational policy and procedures	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
22. store information securely in line with the salons policies	2	2	-	-
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client minimize the wastage of products and store chemicals and equipment securely post service	1	2	-	-
24. dispose all waste safely according to the salons standards of hygiene and safety	0.5	2.5	-	-
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	30	70	-	-
PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odor resulting in a healthier, fresher & cleaner environment, 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 coworkers/ clientele, etc.	2	6	-	-
PC2. identify and select suitable equipment and products required for the respective service/ session	2	5	-	-
PC3. set up the equipment and prepare the products for services/ session in adherence to the salon procedures and product/ equipment guidelines	2	5	-	-
PC4. place disposable sheet on a sanitized trolley and organize the products in it or in area convenient and efficient for service delivery	2	5	-	-
PC5. prepare sterilization solution as per organizational standards using approved products and as per manufacturer's instructions	2	5	-	-
PC6. sterilize, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions; tools such as nailcare sets, comb, gel brushes, gel jars, gel polishes, nail art brushes, toe-separators, etc. in conditions such as time, temperature, etc.	2	6	-	-
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as cotton, disposable face mask, disposable gloves, etc.	2	5	-	-
PC8. identify ways to optimize usage of material including water in various tasks/activities/processes	2	5	-	-
PC9. check for spills/leakages occurred while providing services	2	4	-	-

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PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	4		
PC11. discard the unused open single use packed products properly in a closed bin	2	4		
PC12. ensure electrical equipment and appliances are switched off when not in use	2	4		
PC13. store records, materials and equipment securely in line with the policies	2	4		
PC14. conduct awareness program (such as for Covid19) for the employees and display posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises	2	4		
PC15. set up and promote digital modes of payment to lessen any kind of cross infection	2	4		
NOS Total	30	70	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety of the work area</i>	33	67	-	-
PC1. ensure proper supply of Personal Protective Equipment such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele	3	7	-	-
PC2. ensure maintaining basic hygiene and keep proper distance between the clientele 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.	3	6	-	-
PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	6	-	-
PC4. clean and sterilize all tools and equipment before and after use	3	6	-	-
PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	6	-	-
PC6. dispose waste materials in accordance to the industry accepted standards	3	6	-	-
PC7. maintain first aid kit and keep oneself updated on the first aid procedures	3	6	-	-
PC8. identify and document potential risks and hazards in the workplace	3	6	-	-
PC9. accurately maintain accident reports	3	6	-	-
PC10. report health and safety risks/ hazards to concerned personnel	3	6	-	-
PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	6	-	-
NOS Total	33	67	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create Positive Impression at the workplace</i>	36	64		
<i>Appearance and Behavior</i>	8	14	-	-
PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	4	-	-
PC2. meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, stress management, working in teams, etc.	2	4	-	-
PC3. stay free from intoxicants while on duty	2	2	-	-
PC4. wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach	2	4	-	-
<i>Task execution as per organization's standards</i>	10	18	-	-
PC5. take appropriate and approved actions in line with instructions and guidelines	2	3	-	-
PC6. participate in workplace activities as a part of the larger team	2	4	-	-
PC7. report to supervisor immediately in case there are any work issues	2	3	-	-
PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	4	-	-
PC9. improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.	2	4	-	-
<i>Communication and Information record</i>	18	32	-	-

NSQF QUALIFICATION FILE**Approved in 11th NSQC Meeting – NCVET – 31th August, 2021**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. communicate procedure related information to guests based on the sectors code of practices and organizations procedures/ guidelines	2	5	-	-
PC11. communicate role related information to stakeholders in a polite manner and resolve queries, if any	2	3	-	-
PC12. assist and guide guests to services or products based on their needs	2	4	-	-
PC13. report and record instances of aggressive/ unruly behavior and seek assistance	2	3	-	-
PC14. use communication equipment(phone, email etc.) as mandated by the organization	2	3	-	-
PC15. carry out routine documentation (such as recording details related to employee's tasks, services taken and feedback given by clients) legibly and accurately in the desired format	2	3	-	-
PC16. maintain confidentiality of information, as required, in the role	2	4	-	-
PC17. communicate the internalization of gender & its concepts at work place	2	4	-	-
PC18. conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc.	2	4	-	-
NOS Total	36	64	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for mehndi application</i>	15.5	41.5	-	-
1. adhere to the health and safety standards laidout by the manufacturer and organization	0.5	2.5	-	-
2. use mehndi procured from authorized sourcesonly	1	3	-	-
3. ask relevant and effective questions to checkand establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1.5	2.5	-	-
4. adjust the clients position to meet the needs ofthe service without causing them discomfort	1	3	-	-
5. sanitize the hands prior to service commencement using a hand sanitizer	0.5	2.5	-	-
6. prepare the client and provide suitableprotective apparel	1.5	4.5	-	-
7. use suitable consultation techniques to identifydesign objectives	2	3	-	-
8. select and use products, tools and equipmentto suit design objectives; designs such as Indian, Arabic, Bridal, Western, Indo- Arabic, Indo- Western, Pakistani, Decorative, Colourful, Temporary Tatoo, Blouse Design Mehndi, etc.	0.5	3.5	-	-
9. perform pre- preparation of mehndi/henna for thecone	1	5	-	-
10. perform preparation of the cone and ensure asuitable tip size	2	4	-	-
11. prepare the mehndi to appropriate consistency and recipe for application technique	2	4	-	-
12. carry out a skin sensitivity test suitably to test forcontra action	2	4	-	-
<i>Apply mehndi design</i>	5	16	-	-
13. apply mehndi design using simple elements and correct procedures on hands, wrists and feet	1.5	3.5	-	-
14. complete the application to the satisfaction ofthe customer in a commercially acceptable time	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	2	-	-
16. check the clients comfort and wellbeing throughout the service and adapt	0.5	2.5	-	-
17. discontinue service, and do not provide advice and recommendations where contra- actions occur	1	2	-	-
18. ensure the work area is kept clean and tidy during the service	-	2	-	-
<i>Carry out post-procedure actions</i>	7.5	14.5	-	-
19. dispose waste materials as per organizational standards in a safe and hygienic manner	0.5	2.5	-	-
20. record details of the procedure accurately as per organizational policy and approved practice	2	2	-	-
21. store information securely in line with the salons policies	1	2	-	-
22. provide specific after-process advice to the client for color fastening and contra actions	1	3	-	-
23. ask questions to check with the client their satisfaction with the finished result	2	2	-	-
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	3	-	-
NOS Total	28	72	-	-

Means of assessment 1

Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.)

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria.

Means of assessment 2

Add boxes as required.

Pass/Fail

To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

SECTION 2

EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Pedicurist and Manicurist			Level: 3
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p><u>Limited Range of activities:</u></p> <ul style="list-style-type: none"> • identify and select suitable equipment and products required for the respective services • set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines • sterilize, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions • Conditions: Time, temperature, etc. • dispose waste materials safely and hygienically as per organizational standards • maintain first aid kit and keep oneself updated on the first aid procedures • accurately maintain accident reports • use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender • communicate role related information to stakeholders in a polite manner and resolve queries, if any • PC9. file routine reports and feedback 	<p>As mentioned in the various performance criteria mentioned in the previous cell, a pedicurist and manicurist works in a limited range of activities and follows routine and works in a predictable manner by identifying and selecting suitable equipment and products required for the respective services</p> <p>The equipment set up and preparation of the products for services is in adherence to the salon procedures and product/ equipment guidelines</p> <p>The person sterilizes, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions, and also files routine reports and feedback.</p> <p>Hence NSQF Level is 3</p>	3
Professional knowledge	<p>Basic facts, processes and principles:</p> <ul style="list-style-type: none"> • types of products, materials and equipment required 	<p>As mentioned in the various knowledge and understanding criteria mentioned in the previous cell, a pedicurist and manicurist</p>	3

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>for the respective services</p> <ul style="list-style-type: none"> hygiene, health and safety requirements in the organization process and products to sterilize and disinfect equipment/ tools customer service principles including privacy and protection to modesty of the customers manufacturer's instructions related to equipment and product use and cleaning salon's standards related to courtesy, behavior and efficiency kinds of work issues that may arise and reporting structure 	<p>needs to know basic facts, processes and principles in trade of employment like the types of products, materials and equipment required for hygiene, health and safety requirements in the organization, process and products to sterilize and disinfect equipment/ tools, customer service principles including privacy and protection to modesty of the customers, manufacturer's instructions related to equipment and product use and cleaning, salon's standards related to courtesy, behaviour and efficiency, and kinds of work issues that may arise and reporting structure.</p> <p>Hence NSQF Level is 3</p>	
Professional skill	<p><u>Recall and demonstrate practical skill:</u></p> <ul style="list-style-type: none"> identify and select suitable equipment and products required for the respective services decide on course of action by recalling organizational policy, procedures and service standards identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up plan and manage work routine based on salon procedure plan own development in line with feedback given from supervisor, co-workers and clients explain the concept of assumptions and how they impact decisions, actions and consequences 	<p>As mentioned in the performance criteria & professional skills criteria mentioned in the previous cell, a pedicurist and manicurist is able to recall and demonstrate practical skill, routine and repetitive in narrow range of application like identifying and selecting suitable equipment and products required for the respective services; deciding on course of action by recalling organizational policy, procedures and service standards; identifying, planning and scheduling tasks related to own work, to achieve standards of personal presentations expected in a professional set-up; planning and managing work routine based on salon procedure; planning own development in line with feedback given from supervisor, co-workers and clients; and explaining the concept of assumptions and how they impact decisions, actions and consequences.</p>	3

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Title/Name of qualification/component: Pedicurist and Manicurist		Level: 3	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		Hence NSQF Level is 3	
Core skill	<p><u>Communication, written and oral ability:</u></p> <ul style="list-style-type: none"> ability to speak, read and write in the local vernacular language and English file routine reports and feedback appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender environmental conditions required and expected for carrying out services and importance of maintaining these read policy and procedure documents, guidelines and memos in English to interpret the gist correctly read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately write appointments, names, addresses, simple emails, messages, and applications in English accurately write an accident or incident report accurately in English listen to and follow short, straightforward explanations and instructions in English introduce oneself and one's role to customers and visitors, in English and the local language speak or communicate with reasonable ease in structured situations and short conversations on familiar topics basic arithmetic and algebraic principles and personal banking 	<p>As mentioned in the various performance criteria & core skills criteria in some of the points of the previous cell, a pedicurist and manicurist is able to use language to communicate written and oral, with minimum required clarity, and requires a basic understanding of social and natural environment like the ability to speak, read and write in the local vernacular language and English; file routine reports and feedback; using appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender; reading policy and procedure documents, guidelines and memos in English to interpret the gist correctly; reading simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately; writing appointments, names, addresses, simple emails, messages, and applications in English accurately; writing an accident or incident report accurately in English; listening to and follow short, straightforward explanations and instructions in English; introducing oneself and one's role to customers and visitors, in English and the local languages; and speaking or communicating with reasonable ease in structured situations and short conversations on familiar topics as basic arithmetic and algebraic principles and personal banking.</p> <p>Hence NSQF Level is 3</p>	3

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Responsibility	<p><u>Some responsibility for own work within defined limit:</u></p> <ul style="list-style-type: none"> ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines prepare sterilization solution as per organizational standards using approved products and as per manufacturer's instructions prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organization standards and place for ease of use by the nail technician adhere to the health and safety standards laid out by the manufacturer and organization perform and adapt the services using materials, equipment and techniques correctly and safely to meet the needs of the client as per professional and organizational standards complete the service to the satisfaction of the client in a commercially acceptable time, as per organization standards and client expectations <p><u>Under close supervision</u></p> <ul style="list-style-type: none"> where customer is not satisfied with service take actions 	<p>As mentioned in the various performance criteria mentioned in the previous cell, a pedicurist and manicurist works under close supervision and demonstrates responsibility for own work within defined limit by ability to speak, read and write in the local vernacular language and English; files routine reports and feedback; uses appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities, gender and environmental conditions required and expected for carrying out services; reads policy and procedure documents, guidelines and memos in English to interpret the gist correctly; writes appointments, names, addresses, simple emails, messages, and applications in English accurately; introduces oneself and one's role to customers and visitors, in English and the local language; speaks or communicates with reasonable ease in structured situations and short conversations on familiar topics like basic arithmetic and algebraic principles and personal banking; resolves matter to customer satisfaction or apologizes for the same and refers to supervisor; reports to supervisor immediately in case there are any work issues; organizes tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority; and acts in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority.</p>	3

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Title/Name of qualification/component: Pedicurist and Manicurist			Level: 3
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>to resolve matter to customer satisfaction or apologise for the same and refer to supervisor</p> <ul style="list-style-type: none">• promptly refer problems that cannot be solved to the relevant superior for action• take appropriate and approved actions in line with instructions and guidelines• report to supervisor immediately in case there are any work issues	Hence NSQF Level is 3	

SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?		
Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
Need of the qualification Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions facilitated from four workshops, and site visits conducted and interaction with representatives from different organizations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates till 2022. The research provides the data	B&WSSC undertook market study and will enclose demand forecast for the proposed job role both on short-term and long-term basis to substantiate the requirement of the Qualification proposed. B&WSSC can produce the data from primary or authorized secondary sources as well.	The Submitting Body would produce any reputable and reliable research reports, such as labour market information reports; occupational mapping or similar research carried out by Ministry/State/Any other authentic source forecasting the demand for the proposed qualification

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that the discussed qualification is one of the critical roles in the sector. The details of statistics and research analysis are provided separately as a research analysis report.		
Industry Relevance	B&WSSC undertook validation of the job roles with actual end-user industry where such employment is going to be generated and absorbed instead of generic validation of industry. B&WSSC will submit the endorsements from users/intended users of the qualification clearly supporting or otherwise the need for trained people against specific job role. (The industry validation format had been used)	The Submitting Body would submit the list of industry participation while preparation of the curriculum/ course content of the qualifications. These could include minutes of the meeting/ reports of these consultations
Usage of the qualification	<p>The SSC would submit details of the employment generated (wherever applicable) and realized by virtue of training in the Qualifications of the sector earlier submitted for NSQF alignment.</p> <p>B&WSSC is an unorganized sector, hence case studies/ evidences will be given.</p>	<p>The submitting body would submit the details of trained and placed data in the proposed qualification (if an existing qualification is being proposed for NSQF alignment)</p> <p>Information about the success of the qualification should be given (e.g. uptake figures, examples of use in recruitment and placement rates (if known) should be given. However, many</p>

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		of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ ministry stating that a tracking mechanism would be institutionalized and placement records shall be provided annually or later, depending on length of qualification.
<p>Estimated uptake</p> <p>The estimated market size of the nail care business in India is around Rs7.2 billion or \$103.74 million at the end of 2017. This includes products applied to nails and the accompanying nail salon services. Meanwhile, the total market size of the nailcare products segment was derived to be at around \$101.64 million, while the market size of the nailcare services segment was calculated to be worth \$2.1 million.</p>	<p>Increasing disposable income in addition to increasing number of working women and college going girls who tend to spend more on looking good is expected to drive the India nailcare market by 2025.</p>	<p>The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification</p>

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Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences

N/A

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification

Under NCVET, there is no other similar STT course.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here

The comments, feedback and suggestions were collected through interaction with industry experts. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised before 08/04/2024.

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organizational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

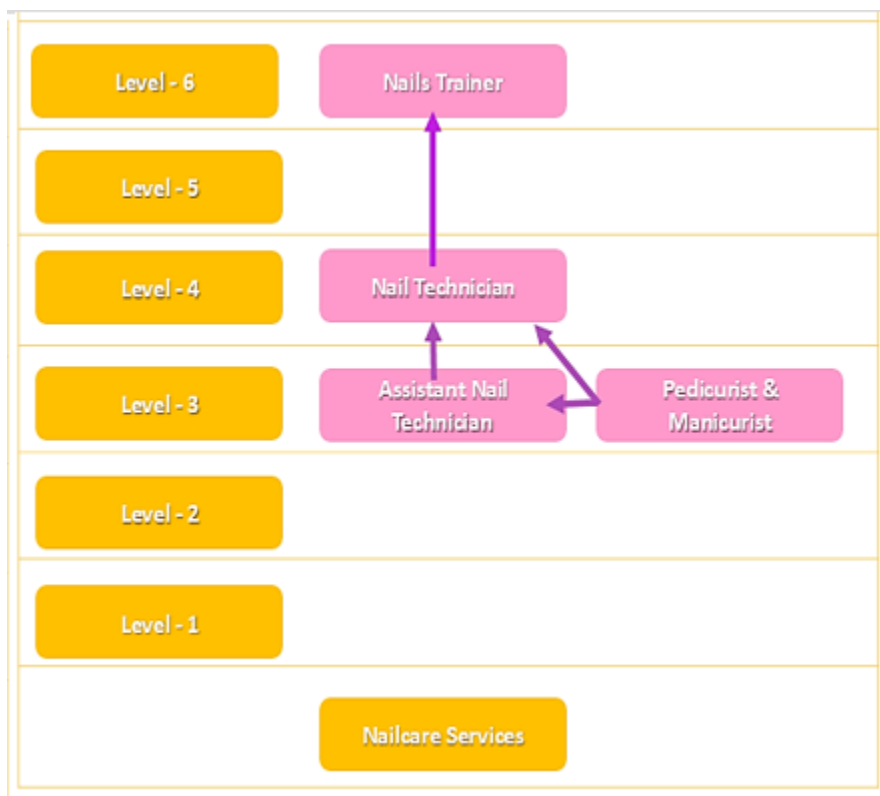
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Pedicurist and Manicurist - Annexure 1
2. QP BWS/Q0402- Annexure 2

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Annexure 1: Career Map



Annexure 2: QP BWS/Q0402

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