### 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 Marg, Connaught Place, Delhi-110001

#### Name and contact details of individual dealing with the submission

Name: Ms. Monica Bahl

Position in the organisation: CEO

Address if different from above: Same as above

Tel number(s): 011 - 40342940/42/44/45

E-mail address: ceo@bwssc.in

#### 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: Senior Hair Dresser & Stylist
2	Qualification Code, if any: QP BWS/Q0205
3	NCO code and occupation: NCO-2015/5141.0200
4	Nature and purpose of the qualification (Please specify whether qualification
	is short term or long term):
	Nature of the qualification
	<ul> <li>Working independently without any supervision and leading a team of</li> </ul>
	subordinates
	The main purpose of the qualification
	- This Qualification will enable the individual to specialize in the Haircare
	Services
5	Body/bodies which will award the qualification: Beauty & Wellness Sector Skill
	Council
6	Body which will accredit providers to offer courses leading to the
	qualification: Beauty & Wellness Sector Skill Council
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: Hair Dressing & Styling
	Services under Beauty and Salons Sub-sector
9	Job description of the occupation:
	A Senior Hair Dresser & Stylist is a professionally trained individual who
	specialises in advanced haircare, hair dressing and creative styling. They perform
	various services like shampooing, hair spa, trimming, creative cutting, blow drying,
	advanced hair styling, hair relaxing and straightening, perming and neutralising,
	creative colouring, and various treatment for hair damage and repair by maintaining
	health, safety and hygiene at workplace. A Hair Dresser & Stylist needs to
	understand the intricacies of advance hair cutting and styling, while also knowing
	how to keep the hair healthy.
10	Licensing requirements: N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary
10	evidence to be provided) : N/A
12	Level of the qualification in the NSQF: Level 5
13	Anticipated volume of training/learning required to complete
	the qualification:540 hours
14	Indicative list of training tools required to deliver this qualification:
	Shampoo Station, Hair Structure Charts, Hair Dryer, Different size and types of
	Brushes, Trolley, Disposable Aprons, Client's Gowns, Wide Tooth Comb, Bowl, Hair Brush, Plastic Cap, Scalp Steamor, Cutting Comb, Section Clips, Water Spray
	Hair Brush, Plastic Cap, Scalp Steamer, Cutting Comb, Section Clips, Water Spray Bettle, Sciescers (Thinning and Procision), Pazer, Mirror, Cutting Chair, Pin Tail
	Bottle, Scissors (Thinning and Precision), Razor, Mirror, Cutting Chair, Pin Tail
	Comb, Climazone, Hood Dryer, Measuring Jugs/Scales, Wraps, Foil, Spatulas,
	Hi/Lo-Lighting Cap, Perm Curlers (Various Sizes), Tail Comb, End Papers, Cotton
	Wool, Drip Tray, Plastic Bowl/Neutralizing Sponge, Towels, Tissue Paper,

	Disposable Gloves, Capes, Tension Rods, Colour Brushes, Client Protective Gown, Non-Permeable Cape, Hair Straightener, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bins, Hand Sanitizer, Round Brushes (Various Diameters), Flat Brushes, Bristle Brushes, Vent, Dressing Comb – Backcomb, Hair Straighteners, Curling Tongs – Various Sizes, Hand Dryer, Diffuser, Hot Rollers, Rollers With Pins, Bendy Rollers, Velcro Rollers, Pin Curl Clips, Crimpers, Hot Brush, Hot Cabinets, Record Book, Hair Styling Products and Accessories.
15	<ul> <li>Entry requirements and/or recommendations and minimum age:</li> <li>Class X with relevant course in haircare with 2 years of experience as a Hair Dresser/ Hair Stylist OR</li> <li>NSQF Level-4 course (Hair Dresser &amp; Stylist) with 2 years of experience as a Hair Dresser/ Hair Stylist</li> <li>Minimum Job Entry Age: 18 years</li> </ul>
16	Progression from the qualification (Please show Professional and academic progression): Hair Advisor, Senior Cosmetologist at Level- 5 Beauty Services Specialist, Trainer- Hair Dressing & Styling Services, Hair Studio Manager at Level- 6
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 (research evidence to be provided) :
	This Level 5 qualification compares with UK NOS: Level 3 & closely with Australian SHB30416 - Certificate III in Hairdressing
19	Date of planned review of the qualification: 08-04-2024
20	Formal structure of the qualification

	Mandatory components		
(i)	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	BWS/N9001 Prepare and maintain work area	12	3
	BWS/N0202 Shampoo, condition the hair and scalp	8	3
	BWS/N0205 Perform blow drying of hair	8	4
	BWS/N0207 Cut hair	30	4
	BWS/N0220 Creative hair cutting	64 (*OJT: 30 Hours)	5
	BWS/N0208 Perform hair styling and dressing	18	4
	BWS/N0223 Perform creative hair styling and dressing	64 (*OJT: 30 Hours)	5
	BWS/N0209 Colour and lighten hair	30	4
	BWS/N0221 Creative hair colouring	50	5
	BWS/N0222 Colour correction	42	5
	BWS/N0210 Perm and neutralize hair	40	4
	BWS/N0211 Perform hair relaxingand straightening services	50	4
	BWS/N9005 Consult and advise clients	20	5
	BWS/N9006 Promote and sell services and products	20	5
	BWS/N9004 Manage and lead a team	20	5
	BWS/N9002 Maintain health and safety of workplace	12	3

BWS/N9003 Create a positive impression at the workplace	52	3			
Sub Total (A)	540				
Optional components (N/A)					
OJT (B)- 50 Hours					
Total (A+B)- 540 Hours					
Instructor-Led Online Module – 6	Instructor-Led Online Module – 60 Hours				

### SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment:
	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
2	How will RPL assessment be managed and who will carry it out?
	Give details of how RPL assessment for the qualification will be carried out and quality
	assured.
	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

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.
 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 information:
 The assessments are happening in online basis. There are three phases of

The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles-

- Theory- weightage 70%
- Practical+ VIVA- Weightage 30% (Hands on assessment + Oral questioner)

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)

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: Senior Hair Dresser & Stylist

### **CRITERIA FOR ASSESSMENT OF TRAINEES**

Job Role - Senior Hair Dresser & Stylist

Qualification Pack - BWS/Q0205

Sector Skill Council Beauty & Wellness

#### **Guidelines for Assessment**

- Criteria for assessment for each Qualification Pack will be created by the Sector SkillCouncil. 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 SkillsPractical for each PC.
- 2. The assessment for the theory part will be based on knowledge bank of questionscreated by the SSC.
- 3. Assessment will be conducted for all compulsory NOS, and where applicable, on theselected elective/option NOS/set of NOS.
- 4. Individual assessment agencies will create unique question papers for theory part foreach candidate at each examination/training center (as per assessment criteria below).
- 5. Individual assessment agencies will create unique evaluations for skill practical forevery student at each examination/training center based on this criterion.
- 6. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate.
- 7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Prepare and maintain work area	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 ina 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 (ifapplicable) and products required for the respective sessions/services	2	5	-	-
PC3. set up the area for session/services inadherence to the organizational guidelines	2	5	-	-
PC4. place disposable sheet on a sanitized trolleyand organize the products in it or in area convenient and efficient for service delivery and place disposable towels, glasses for water, tea/ coffee in area convenient	2	5	-	-
PC5. prepare sterilization solution as per organizational standards using approved productsand as per manufacturer's instructions	2	5	-	-
PC6. sterilize, disinfect and place the tools on thetray as per organizational standards using recommended solutions and conditions	2	6	-	-
PC7. dispose waste materials in adherence to theindustry requirements; waste materials such as cotton, disposable face mask, disposable gloves,	2	5	-	-

etc.			
PC8. identify ways to optimize usage of materialincluding water in various tasks/activities/processes	2	5	
PC9. check for spills/leakages occurred whileproviding services	2	4	
PC10. identify and segregate recyclable, non- recyclable and hazardous waste generated inseparate bin	2	4	

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks		Viva Mark s
PC11. discard the unused open single use packedproducts 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 equipmentsecurely in line with the policies	2	4	0	
PC14. conduct awareness program (such as forCovid19) 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	<i>y</i>	
NOS Total	30	70	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Prepare self and client for Shampooing & Conditioning	7	16	-	-
1. adhere to the health and safety standards laidout by the manufacturer and salon	1	2	-	
<b>2.</b> position self and client throughout service to ensureprivacy, comfort and safety	1	3	0	
<b>3.</b> 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		-
<b>4.</b> ask relevant questions to consult with the clientto identify the condition of the hair and scalp, provide suitable services and apply relevant procedures	1.5	2.5	-	-
<b>5.</b> ask relevant and effective questions to clarify theclient's understanding and expectation prior to commencement of service	1.5	2.5	-	-
6. select and prepare products, tools and equipmentthat are suitable for the clients hair and scalp condition, that meet clients' needs and service plan; service plan such as colour product removal, bleachproduct removal etc.	1	3	-	-
Shampoo, condition the hair	20	57	-	-
7. carry out the procedure using methods thatminimise risk of cross infection	1.5	4.5	-	-
8. apply shampoo using rotary massage technique	1	2	-	-
<b>9.</b> carry out and adapt massage techniques to suitthe client needs and to perform the service plan	1	4	-	-
<b>10.</b> check the water temperature and flow to meetthe needs of the service procedure and client comfort	1	3	-	-

<b>11.</b> leave the hair clean and free of products, dirt, and grease after the shampoo	0.5	2.5	-	-	
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>12.</b> perform and follow an accurate shampoo and conditioning service ensuring the client is comfortablethroughout the process	1	4	-	-
<b>13.</b> complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition theclient comfortably for completion of service	1	3		$\mathbf{O}$
<b>14.</b> detangle hair without causing damage to hair orscalp using a tooth comb	1	4	-	
<b>15.</b> 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 asrequired	0.5	3.5	-	-
<b>16.</b> perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
<b>17.</b> promptly refer problems that cannot be solvedto the relevant superior for action	1.5	1.5	-	-
<b>18.</b> complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisationalstandards and client needs	1	3	-	-
<b>19.</b> ensure the work area is kept clean and tidyduring the service	-	3	-	-
<b>20.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	0.5	2.5	-	-
<b>21.</b> record the service details accurately as persalon policy and procedures	1.5	1.5	-	-
<b>22.</b> store information securely in line with the salonspolicies and procedures	1.5	1.5	-	-
<b>23.</b> provide correct, specific after- procedure, homecare advice, recommendations for productuse and further services to the client, as per manufacturer instructions and salon standards	1	2	-	-

<b>24.</b> ask questions to check with the client theirsatisfaction with the finished result	1.5	2.5	-	-	
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>25.</b> thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor apologise for the same and refer to supervisor	1	3	-	-
<b>26.</b> minimize the wastage of products by using products economically, by storing products andchemicals as per manufacturer's instructions	1	2	.0	
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Use a hair dryer to blow dry hair	27	73	-	-
1. adhere to the health and safety standards laid outby the manufacturer and salon	1	3	-	
<b>2.</b> position self and client throughout treatment toensure comfort and wellbeing throughout the service	1	4	0	5
<b>3.</b> ask relevant and effective questions to check andestablish the client's understanding and expectationprior to commencement of the procedure and clarifydoubts, if any including with guardians/parents for minors	2	3		-
<b>4.</b> ensure a guardian/parent is present forminors under age 14	0.5	3.5	-	-
<b>5.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	3	5	-	-
<b>6.</b> apply products for moisturising and styling, if required and maintain a regular check to minimisethe risk of damage to the hair	1	5	-	-
7. perform various blow-drying techniques to achieve the desired look Techniques: Blow- waving(curls), blow-drying, scrunch drying, finger or handdrying, blow combing, blow- stretching or straightening	2	6	-	-
8. blow dry hair to achieve volume, straighteningand movement	2	4	-	-
<b>9.</b> follow blow drying principles, while carrying outthe procedure for safety, minimising damage and achieving the desired lookPrinciples: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static,etc.	1	5	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>10.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessaryinformation and positive comments as required	1.5	4.5	-	
<b>11.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	4	0	
<b>12.</b> ensure the work area is kept clean and tidyduring the service	-	4	·	-
<b>13.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	0.5	3.5		-
14. use work methods to minimise wastage	1.5	3.5	-	-
<b>15.</b> record details of the procedure accurately as perorganisational policy and approved practice	2	2	-	-
<b>16.</b> store information securely in line with the salonspolicies	1	3	-	-
<b>17.</b> ask questions to check with the client their satisfaction with the finished result	1.5	3.5	-	-
<b>18.</b> thank customer for feedback post-service, wherecustomer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1.5	3.5	-	-
<b>19.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther services to the client Knowledge	2	3	-	-
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Prepare self and client for hair cut	6	17	-	-
<ol> <li>adhere to the health and safety standards laidout by the manufacturer and salon</li> </ol>	1	2	-	
<b>2.</b> position self and client in a manner to ensure privacy, comfort and safety, throughout the service	1	2	2	
<b>3.</b> prepare yourself, the client and work area for scalp massage, hair spa services including shampooand conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.	1	2	-	-
<b>4.</b> ask relevant questions to consult with the clientto identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors	1	3	-	-
<b>5.</b> ensure a guardian/parent is present forminors under age 14	-	2	-	-
<b>6.</b> ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service; such as illustrating haircut Plans	1	3	-	-
7. select styling products, tools and equipment based on the results of client consultation and hairanalysis	1	3	-	-
Carry out haircuts	21	56	-	-
<b>8.</b> ask questions or use charts, catalogues to consult the client to identify the desired look beforecutting	2	3	-	-
<b>9.</b> identify and analyse the condition of the hair andits effect on service procedure or procedure selection for achievement of the required results	1	3	-	-

<b>10.</b> select the technique or procedure most suitableto the client's hair and to achieve the desired look	1.5	3.5	-	-	
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>11.</b> follow established guidelines related to theselected procedure to accurately achieve the required look	2	3	-	-
<b>12.</b> select the correct cutting tool to achieve thedesired look	0.5	3.5	-	
<b>13.</b> perform various sectioning techniques to carryout the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting	1	4	2	·
<b>14.</b> perform various cutting techniques and texturising technique while carrying out the service	1.5	3.5	-	-
Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning				
<b>15.</b> achieve even balance and weight distribution bychecking time to time and adjusting the cutting technique accordingly		3	-	-
<b>16.</b> ensure the work area is kept clean and tidyduring the service	-	2	-	-
17. use work methods to minimise wastage	1	3	-	-
<b>18.</b> 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	2	-	-
<b>19.</b> perform and adapt the procedure using materials, equipment and techniques correctly andsafely to meet the needs of the client	1	4	-	-
<b>20.</b> promptly refer problems that cannot be solved to the relevant superior for action	1	3	-	-
<b>21.</b> complete the procedure to the satisfaction of theclient in a commercially acceptable time and as per organisation standards	1.5	3.5	-	-
<b>22.</b> record details of the procedure accurately asper organisation policy and procedures	1	1	-	-

<b>23.</b> store information securely in line with the salonspolicies	1	2	-	-	
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>24.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther services to the client	1	3	-	·
<b>25.</b> ask questions to check with the client their satisfaction with the finished result	1	3	0	
<b>26.</b> thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor apologise for the same and refer to supervisor	1	3		-
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Creative Cutting Hair	8	16	-	-
1. adhere to the health and safety standards laidout by the manufacturer and salon	1	2	-	
<b>2.</b> position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2		$\bigcirc$
<b>3.</b> prepare yourself, the client and work area for shampoo and conditioning services	1	2		) .
<ol> <li>clarify the client's understanding and expectationprior to commencement of treatment</li> </ol>	1	2		-
5. sanitize the hands prior to treatmentcommencement	1	2	-	-
6. prepare the client and provide suitableprotective apparel	1	2	-	-
7. select styling products, tools and equipmentbasedon the results of client	2	4	-	-
To perform advanced cutting technique	22	54	-	-
8. consult the client to identify the desired look before cutting	1	2	-	-
<b>9.</b> identify the condition of the hair to achieve therequired results by analysing the influencing factors	2	6	-	-
<b>10.</b> select the most suitable technique to theclients hair and to achieve the desired look	1	2		-
11. establish and follow the guidelines to accuratelyachieve the required look	1	2	-	-
<b>12.</b> select the correct cutting tool to achieve the desired look	1	2	-	-
<b>13.</b> understand and perform various sectioning techniques to carry out the desired haircut	2	6	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
<b>14.</b> combine and personalise cutting techniques to take account of the identified factors and achieve thedesired look	2	6	-	-
<b>15.</b> perform various advanced cutting techniques andtexturising technique: Graduating Layering TaperingClipper over comb Thinning Freehand Texturising Disconnecting Razoring Thinning Creative finishing cutting techniques	3	10		
<b>16.</b> to work on all hair types: Wet Dry CurlyStraight	1	2	·	-
<b>17.</b> cross check the hair cut to ensure evenbalance and weight distribution	1	2	-	-
<b>18.</b> check the clients wellbeing throughout the service and giving the necessary reassurance	1	2	-	-
<b>19.</b> position self and client throughout proceduretoensure comfort and wellbeing	1	2	-	-
<b>20.</b> perform and adapt the procedure using materials, equipment and techniques correctlyand safely to meet the needs of the client	1	2	-	-
<b>21.</b> promptly refer problems that cannot be solvedtothe relevant superior for action	1	2	-	-
<b>22.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time	1	2	-	-
23. record the procedure accurately and store information securely in line with the salons policies	1	2	-	-
24. provide specific after-procedure, homecare advice and recommendations for product use andfurther treatments to the client	1	2	-	-
NOS Total	30	70	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Perform hair styling and dressing	27	73	-	-
<b>1.</b> use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors Consultation techniques: eg.ask questions, catalogue of styles, chart or imagereferencing, computer aided simulations	3	4	.0	0
<b>2.</b> ensure a guardian/parent is present forminors under age 14	0.5	3.5	·	
<b>3.</b> identify and analyse the condition of the hair andits effect on treatment or procedure selection for achievement of the required results	1.5	3.5	-	-
<b>4.</b> select the most suitable drying, setting, stylingand finishing techniques to achieve the desired look	1	4	-	-
<b>5.</b> perform back combing/backbrushing techniqueas required	2	5	-	-
6. control and secure haireffectivelyinto place, during dressing	1.5	4.5	-	-
7. dress the hair to the satisfaction of the client	1	4	-	-
8. position self and client to ensure privacy, comfortand safety, throughout the service	1.5	3.5	-	-
<b>9.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	4	-	-
<b>10.</b> apply finishing product following manufacturer's instructions to maintain the style	2	4	-	-
<b>11.</b> ensure the finished style takes into account the critical influencing factors (Influencing factors: length, density, condition of hair, etc.)	-	4	-	-
<b>12.</b> ask questions to check with the client their satisfaction with the finished result	1	4	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>13.</b> thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage	1	4	-	0
14. use work methods to minimise wastage	1.5	3.5		
<b>15.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	0.5	3.5		-
<b>16.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	5	-	-
<b>17.</b> record details of the procedure accurately asper organisational policy and procedures	2	3	-	-
<b>18.</b> store information securely in line with thesalons policies	2	2	-	-
<b>19.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther services to the client	1	4	-	-
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Perform creative hair styling and dressing	19	81	-	-
1. perform suitable consultation techniques toidentify opportunities for creating a total look	1	4	-	-
2. identify the condition of the hair to achieve therequired results by analysing the influencing factors	1	4	0	
<ol> <li>research ideas for creating the design of thetotal look</li> </ol>	1	4		-
<b>4.</b> select the most suitable combination of dressing, setting techniques, styling techniquesand finishing technique to create the total look	1	4	•	-
5. perform the required back combing /backbrushing technique	1	4	-	-
6. perform various styling techniques Blow drying with round brush and flat brush Finger drying Diffuse Setting Finger waving Pin curling TongingStraighteners Non- conventional	1	8	-	-
7. perform various dressing techniques Firm brushing Creative brush Comb used on straight flat styles Hands tease, pull, push, mould, create Back combing/back brushing Roll section of hair Knots Plaits Weaving sections of hair Twists Barrelcurls Pleat	1	8	-	-
8. control and secure hair effectively into placeduring dressing	1	5	-	-
9. dress the hair to the satisfaction of the client	1	3	-	-
<b>10.</b> position self and client throughout proceduretoensure comfort and wellbeing	1	4	-	-
11. perform and adapt the procedure using materials, equipment and techniques correctly andsafely to meet the needs of the client	1	3	-	-
<b>12.</b> apply finishing product to maintain the styleandfollow manufacturers instructions	1	4	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
<b>13.</b> create the finished image to the requirementsofthe final design plan	1	3	-	-
14. ensure the finished style taking into accountthe critical influencing factors	1	4	-	-
<b>15.</b> evaluate the result of the treatment with theclient	1	4		$\bigcirc$
<b>16.</b> promptly refer problems that cannot be solvedtothe relevant superior for action	1	4	N	) -
<b>17.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time	1	4		-
<b>18.</b> record the procedure accurately and store information securely in line with the salons policies	1	3	_	-
<b>19.</b> provide specific after-procedure, homecare adviceand recommendations for product use andfurther treatments to the client	1	4	-	-
NOS Total	19	81	=	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting	27	73	-	-
<ol> <li>adhere to the health and safety standards laidout by the manufacturer and salon</li> </ol>	1	3	-	
<b>2.</b> consult the client by questioning to identifycontra-indications to hair color products	1.5	3.5	.0	
<b>3.</b> prepare yourself, the client and work area forhair colouring and lightening services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitableprotective apparel, remove jewellery, etc. Work area: Organise	1	4	-	-
and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.				
<b>4.</b> position self and client to ensure privacy, comfort and safety, throughout the service	1.5	3.5	-	-
<b>5.</b> select products, tools and equipment based onthe results of client consultation, hair analysis andany tests conducted, which will best achieve desired results safely	1.5	3.5	-	-
<b>6.</b> ask relevant and effective questions to clarify theclient's understanding and expectation prior to commencement of service	1	3	-	-
7. mix the colours accurately as per manufacturerinstructions	1	4	-	-
8. apply colours in sections neatly, taking into account various influencing factors Influencing factors: Skin tone, existing colour, hair condition,test results if any, etc.	1	4	-	-
9. promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist foraction	1	4	-	-
<b>10.</b> apply colour using techniques that reduce therisk of colour being spread to the client's skin, clothes and surrounding areas	1	4	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>11.</b> monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development	2	3	-	-
<b>12.</b> remove the colour products thoroughly from the hair and leave the hair free of any colouring products	1	4	-	$\mathbf{\hat{C}}$
<b>13.</b> apply a suitable conditioner or post colour procedure to the hair following manufacturer's instructions	1.5	3.5	R	) .
14. work minimising wastage of products	-	2		-
<b>15.</b> 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 asrequired	2	3	-	-
<b>16.</b> complete the procedure to the satisfaction of theclient in a commercially acceptable time and as per organisation standards	2	3	-	-
<b>17.</b> record details of the procedure accurately asper organisation standards	1	2	-	-
<b>18.</b> store information securely in line with thesalons policies	1	3	-	-
<b>19.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther s to the client	1	4	-	-
<b>20.</b> ensure the work area is kept clean and tidyduring the service	0.5	2.5	-	-
21. use work methods to minimise wastage	0.5	1.5	-	-
<b>22.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	1	2	-	-
<b>23.</b> ask questions to check with the client theirsatisfaction with the finished result	1	1	-	-
<b>24.</b> thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor apologise for the	1	2	-	-

same and refer to supervisor		

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
NOS Total	27	73	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Perform creative hair colouring	38	62	-	-
1. adhere to the health and safety standards laidoutby the manufacturer and salon	2	3	-	-
<ol> <li>consult the client by questioning to identify contra-indications to hairand colouring products</li> </ol>	2	3	0	
3. sanitize the hands prior to treatmentcommencement	2	3	·	-
<ol> <li>prepare the client and provide suitableprotective apparel</li> </ol>	2	3	-	-
5. position self and client throughout procedure toensure privacy, comfort and wellbeing	2	3	-	-
<b>6.</b> select products, tools and equipment based on the results of client consultation, hair analysis andany tests conducted	2	3	-	-
7. clarify the client's understanding and expectationprior to commencement of procedure	1	2	-	-
8. conduct a patch test to eliminate the sensitivity/allergies to products to be used before applying color	1	3	-	-
9. mix accurately and apply the colour taking into account the influencing factors using neat sections	1	2	-	-
<b>10.</b> perform colouring techniques. Slicing Blockcolour Weaving Shoe shine/tipping Scrunch colouring Backcombing coloring	2	3	-	-
<b>11.</b> perform colouring and lightening effects Full head Regrowth Block lightening on a partial head	2	3	-	-
<b>12.</b> perform colour correction techniques. Restoringdepth and tone Neutralising colour toneColouring resistant hair	2	3	-	-
<b>13.</b> perform pre-softening and pre- pigmentationduringcolouring services	2	3	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
<b>14.</b> promptly refer problems that cannot be solvedtothe relevant person/ senior hair stylist for action	2	3	-	-
<b>15.</b> apply colour using techniques that reduce therisk of colour being spread to the clients skin, clothes and surrounding areas	2	3	-	
<b>16.</b> monitor accurately the development of colouras required and follow the manufacturers instructions	2	3	2	
<b>17.</b> remove the colour products thoroughly from the hair and leave the hair free of any colouring products	2	3		-
<b>18.</b> apply a suitable conditioner or post colour treatment to the hair following manufacturers instructions	2	3	-	-
<b>19.</b> check the clients wellbeing throughout the service and giving the necessary reassurance	2	3	-	-
<b>20.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time	1	2	-	-
<b>21.</b> record the procedure accurately and store information securely in line with the salons policies	1	2	-	-
<b>22.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther treatments to the client	1	3	-	-
NOS Total	38	62	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Colour Correction	32	68	-	-
1. adhere to the health and safety standards laidoutby the manufacturer and salon	1	2	-	-
2. consult the client by questioning to identify contra-indications to hair and colouring products	1	2		$\bigcirc$
<b>3.</b> sanitize the hands prior to treatmentcommencement	1	2	K	
<b>4.</b> prepare the client and provide suitableprotective apparel	1	2		-
5. position self and client throughout procedure toensure privacy, comfort and wellbeing	1	2	-	-
6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted to perform corrective colouring		2	-	-
7. clarify the client's understanding and expectationprior to commencement of procedure	1	2	-	-
8. mix accurately and apply the colour taking into account the influencing factors using neat sections	1	2	-	-
9. perform colouring techniques. Slicing Blockcolour Weaving Shoe shine/tipping Scrunch colouring Backcombing coloring	2	6	-	-
<b>10.</b> provide Remedy problems that may occurduring the colouring correction service	1	2	-	-
11. perform Removing artificial colour on a fullhead	1	2	-	-
12. perform Removing bands of colour	1	2	-	-
<b>13.</b> perform Re-colouring hair treated with lightener using pre-pigmentation and permanentcolour overat least 60% of the head	1	2	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
<b>14.</b> perform Re-colouring a full head of hair thathashad artificial colour removed	1	2	-	-
15. perform Correcting highlights or lowlights	1	2	-	-
<b>16.</b> perform colouring and lightening effects Full headRegrowth Block lightening on a partial head	1	3		0
<b>17.</b> perform colour correction techniques. Restoringdepth and tone Neutralising colour toneColouring resistant hair	2	6	K	-
<b>18.</b> perform pre-softening and pre- pigmentationduringcolouring services	1	2	•	-
<b>19.</b> promptly refer problems that cannot be solvedtothe relevant person/ senior hair stylist for action	1	2	-	-
<b>20.</b> apply colour using techniques that reduce therisk of colour being spread to the clients skin, clothes and surrounding areas		3	-	-
<b>21.</b> monitor accurately the development of colourasrequired and follow the manufacturers instructions	2	3	-	-
<b>22.</b> remove the colour products thoroughly from the hair and leave the hair free of any colouring products	1	2	-	-
<b>23.</b> apply a suitable conditioner or post colour treatment to the hair following manufacturers instructions	1	2	-	-
<b>24.</b> check the clients wellbeing throughout the service and giving the necessary reassurance	1	2	-	-
<b>25.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time	1	2	-	-
<b>26.</b> record the procedure accurately and store information securely in line with the salons policies	2	3	-	-
<b>27.</b> provide specific after-procedure, homecare adviceand recommendations for product use andfurther treatments to the client	2	4	-	-

NOS Total	32	68	-	-	
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Create a variety of looks using basicperming techniques	28	72	-	-
<ol> <li>adhere to the health and safety standards laid outby the manufacturer and salon</li> </ol>	1	3	-	
<b>2.</b> consult the client by questioning to identify contra-indications to hair and haircare products	1	4	0	
<b>3.</b> prepare yourself, the client and work area for perming and neutralising services where required(Yourself: Sanitize the hands prior to servicecommencement	1	3		-
Client: Provide suitable protective apparel, remove jewellery, etc.Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)	C			
<b>4.</b> position self and client to ensure privacy, comfortand safety, throughout the service	2	4	-	-
<b>5.</b> use suitable consultation techniques to identify theclients wishes for the desired look before perm and neutralizing service, including with parents/guardiansof minors (Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations)	2	4	-	-
6. ensure a guardian or parent is present whileproviding service to minors	1	3	-	-
7. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results (Test: Incompatibility, porosity, elasticity, skin, pre-perm testcurl, pH test)	2	3	-	-
8. select products, tools and equipment based onthe results of client consultation, hair analysis andtests conducted, which will best achieve desired results safely	1	3	-	-
<b>9.</b> use a perm curler and relevant winding techniques effectively and safely to carry out perming (Winding Techniques: Spiral perm, ladderperm, body wave perm, soft perm)	2	3	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>10.</b> combine and adapt perming and sectioningtechniques to achieve desired perm effect (Sectioning techniques: Brick, nine sections, directional, piggy back)	1	4	-	-
<b>11.</b> monitor accurately the development of permingprocess as required and take a development test curl as required	2	3	.0	
<b>12.</b> stop the perm development and neutralize thehair when the required degree of the curl is established	1	3		
<b>13.</b> leave the hair free of neutralizer with the required degree of curl, use creative finishingtechniques	1	3		-
<b>14.</b> apply a suitable post-perm conditioner or procedure to the hair following manufacturer'sinstructions	1	3	-	-
<b>15.</b> promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist foraction	1	2	-	-
<b>16.</b> ensure the work area is kept clean and tidyduring the service	-	2	-	-
17. use work methods to minimise wastage	1	2	-	-
<b>18.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	1	3	-	-
<b>19.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessaryinformation and positive comments as required	1	3	-	-
<b>20.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	4	-	-
<b>21.</b> record details of the procedure accurately as perorganisational policy and procedures	1	2	-	-
<b>22.</b> store information securely in line with the salonspolicies	1	2	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>23.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther services to the client	1	3	-	
<b>24.</b> ask questions to check with the client their satisfaction with the finished result	-	2		
<b>25.</b> 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	1		
NOS Total	28	72	-	-

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Perform hair relaxing and straightening services	17.5	58.5	-	-
<ol> <li>adhere to the health and safety standards laid outby the manufacturer and salon</li> </ol>	1	3	-	
2. prepare yourself, the client and work area for therelaxing and straightening services (Yourself: Sanitize the hands prior to service commencement	1	4		
Client: Provide suitable protective apparel, removejewellery, etc. Workarea: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)		0		
<b>3.</b> position self and client to ensure privacy, comfortand safety, throughout the service	1	4	-	-
<b>4.</b> ensure a guardian/parent is present forminorsunder age 14	$\mathcal{O}$	3	-	-
<b>5.</b> identify, test and analyse the condition of the hairand its effect on service or procedure selection for achievement of the required results (Test: Elasticity, porosity, incompatibility, strand)	2	4	-	-
<b>6.</b> select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely	1	4	-	-
7. apply pre relaxing products to protect the scalpand even out the porosity of the hair	1.5	4.5	-	-
<b>8.</b> carry out relaxing services using relevant application techniques (Techniques: Top, top andbottom, hand)	2	4	-	-
<b>9.</b> monitor accurately the development of relaxingprocess	2	5	-	-
<b>10.</b> promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist foraction	2	4	-	-

throughout the service and adapt procedures to ensure the same, reassure the client with necessaryinformation and positive comments as required	1	4	-	-
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Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
<b>12.</b> complete the procedure to the satisfaction of theclient in a commercially acceptable time and as per organisational standards	2	6	-	
13. ensure the work area is kept clean and tidyduring the service	-	3		·
14. use work methods to minimise wastage	0.5	3.5		-
<b>15.</b> dispose waste materials as per organisationalstandards in a safe and hygienic manner	0.5	2.5		-
	8.5	15.5	-	-
<b>16.</b> record details of the procedure accurately as perorganisational policy and approved practice	2	3	-	-
<b>17.</b> store information securely in line with the salonspolicies	1	3	-	-
<b>18.</b> provide specific after-procedure, homecare advice and recommendations for product use andfurther beauty services to the client	2	3	-	-
<b>19.</b> ask questions to check with the client their satisfaction with the finished result	2	3	-	-
<b>20.</b> thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor apologise for the	1.5	3.5	-	-
same and refer to supervisor				

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark S
Maintain health and safety of the work area	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	0	
PC2. ensure maintaining basic hygiene and keepproper distance between the clientele to avoid any kind of cross infection, basic hygiene such aswearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, working in teams, stress management etc.	3	6	-	-
PC3. set up and position oneself, equipment, chemicals, products and tools in the work areato meet legal, hygiene and safety requirements	3	6	-	-
PC4. clean and sterilize all tools and equipmentbefore and after use	3	6	-	-
PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances ofcross 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 andhazards in the workplace	3	6	-	-
PC9. accurately maintain accident reports	3	6	-	-

NOS Total	33	67	-	-		
PC11. use tools, equipment, chemicals and products in accordance with the guidelines andmanufacturers' instructions	3	6				
PC10. report health and safety risks/ hazards toconcerned personnel	3	6				

Assessment Criteria for Outcomes	Theor y Mark s	Practica IMarks	Projec t Marks	Viva Mark s
Create Positive Impression at the workplace	36	64		
Appearance and Behavior	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 clientin a manner, to ensure privacy, comfortand well- being of all the genders throughout the services, 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 itin hot water with detergent and bleach	2	4	-	-
Task execution as per organization'sstandards	10	18	-	-
PC5. take appropriate and approved actions inline with instructions and	2	3	-	-

guidelines				
PC6. participate in workplace activitiesas a part of the larger team	2	4	-	-
PC7. report to supervisor immediately in casethere 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	- 6	
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	2	4	-	-
platforms); self-ownership, etc.				

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Mark s
Communication and Information record	18	32	-	-
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 servicesor 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	Ċ	
PC17. communicate the internalization of gender & itsconcepts at work place	2	4	-7	-
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	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Manage and lead a team	31	69	-	-
1. ensure team is aware of the schedule and job expectations on a daily basis	2	8	-	
2. involve team in regular meetings to communicate information intended for them	2	8	-	
<b>3.</b> ensure communication to team on any changes in policies/ processes by the organization through required verbal/ written mechanisms	10	10		
4. ensure participation of team in various engagementinitiatives organized by the organization	8	2		-
5. counsel and address issues among team for anywork related issues	2	8	-	-
6. support the centre manager the deployment of team as per client schedule and the organizationalnorms and guidelines	2	8	-	-
7. ensure periodic training of the team and support theteam by delivering trainings	2	8	-	-
8. share knowledge of processes, techniques, therapies and products with the team to enhancetheir skill levels	1	9	-	-
9. provide feedback to the centre manager pertaining toperformance appraisals of team	2	8	-	-
NOS Total	31	69	-	-
	1	1		

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Consult and advise client's	19	81	-	-
1. adhere to the health and safety standards laid out bythe organization	1	5	-	·
2. identify the client needs for services and products taking into account factors that may limit or affect thechoice; such as for client's with special needs	2	10	0	
<ol> <li>analyse the treatment/ activity area, visually andcarry out necessary tests</li> </ol>	2	8	·	-
4. consult the client by questioning to identify contra-indications to products/ services and provide recommendations for treatments/ servicesthat are suitable to the client	2	10	-	-
5. define a suitable treatment/ plan to meet the client'sneeds	2	8	-	-
6. confirm to the client the pricing and duration ofservice and products and address client queries	2	8	-	-
7. communicate effectively with the client tomaintain client's goodwill trust	2	8	-	-
8. clarify the client's understanding and expectation prior to commencement of treatment	2	8	-	-
9. provide after care advice andrecommendations to the client	2	8	-	-
<b>10.</b> record the client and treatment details accurately and store information securely in line with the organizations policies	2	8	-	-
NOS Total	19	81	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
Promote and sell services and products	16	84	-	-
1. greet client's when they enter the retail outlet anddirect them to the counter based on their needs	1	4	0	
2. identify the client needs for services and products taking into account factors that may limit or affect thechoice	1	6		-
<ol> <li>analyse the treatment/ activity area, visually andcarry out necessary tests</li> </ol>	1	4	-	-
4. consult the client by questioning to identify contra-indications to products/ services and provide recommendations for treatments/ services that are suitable to the client		4	-	-
5. provide product, promotion, and pricing information as per client's requirements andaddress client queries	1	4	-	-
6. define a suitable treatment/ service plan to meetthe client's needs	1	4	-	-
7. communicate effectively with the client tomaintain client's goodwill trust	1	6	-	-
8. clarify the client's understanding and expectation priorto commencement of treatment/service or sale of product	1	6	-	-
9. maintain a client database by inputting client profiles and updates	1	4	-	-
<b>10.</b> make arrangements for the client's needing are fundor replacement of their products/ equipment based on company policy	1	6	-	-
11. assist in managing the product/ equipment inventoryand ordering products/ equipment based on inventory status	1	6	-	-

Assessment Criteria for Outcomes	Theor y Marks	Practica IMarks	Projec t Marks	Viva Marks
<b>12.</b> assist in maintaining promotional database by inputting invoices and bill-back data as per organizationstandards	1	6	-	
<b>13.</b> set up and manage the display area of the range of products/ equipment available in the organization	1	6	0	
<b>14.</b> label the displayed products/ equipment clearly, accurately in alignment to the requiredstandards	1	6	·	-
<b>15.</b> provide after care advice and recommendations to the client	1	6	-	-
16. record the client and treatment/ service details accurately and store information securely in line with the centers policies	1	6	-	-
NOS Total	16	84	-	-

#### 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 70% 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

25. EVIDENCE OF LEVEL

# **OPTION A**

Title/Name of c	ualification/component: Senior Hair Dresser &	k Stylist	Level: 5	
NSQF	Key requirements of the job role	How the job role relates to the NSQF	level NSQF	
Domain		descriptors	Level	

<ul> <li>Confirm blow drying instructions with the client</li> <li>Carry out and adapt massage techniques to suit the client needs and to perform the treatment plan</li> <li>Perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process</li> <li>Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reservice the olient or emfortable.</li> <li>Consplete the shampooing and conditioning to remove excess remaining water and reservice to remove excess remaining water and reservice to consult &amp; advise clients on the</li> </ul>	
<ul> <li>Carry out and adapt massage techniques to suit the client needs and to perform the treatment plan</li> <li>Perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process</li> <li>Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and maximum technique the diverteend for the</li></ul>	
<ul> <li>Perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process</li> <li>Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and menopitient the slient complete the shampooing water and</li> <li>Styling and dressing/ performing hair colouring service using temporary and semi-permanent colours/ creating a variety of looks using creative colouring techniques/ performing colour correction techniques/ using basic perming techniques and perform hair relaxation and straightening. Along with these the job holder is also expected to consult &amp; advise clients on the</li> </ul>	
<ul> <li>Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and</li> <li>techniques and perform hair relaxation and straightening. Along with these the job holder is also expected to consult &amp; advise clients on the</li> </ul>	
reposition the client comfortably range of Hair styling treatments & other Haircare	
<ul> <li>Select the correct cutting tool to achieve the desired look</li> <li>treatments and stimulate sales by promoting various haircare services and products the company has in offering.</li> </ul>	
• Perform various cutting techniques and The individual is expected to perform preparation	

NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level

<ul> <li>texturising technique: <ul> <li>Club cutting</li> <li>Notching</li> <li>Slicing</li> <li>Point cutting</li> <li>Scissor over comb</li> <li>Feathering</li> <li>Thinning</li> </ul> </li> <li>Cross check the hair cut to ensure even balance and weight distribution</li> <li>Combine and personalise cutting techniques to take account of the identified factors and achieve the desired look</li> <li>Perform the required back combing /back brushing technique</li> <li>Apply finishing product to maintain the style and follow manufacturer's instructions</li> <li>Perform various styling techniques.</li> <li>Mix accurately and apply the colour taking into account the influencing factors using neat sections</li> </ul>	of the equipment/ products and work area ahead of service delivery, perform blow dry, perform shampooing/ conditioning/massage of hair & scalp, perform regular/creative haircuts, perform hair styling & dressing, perform regular / creative/corrective hair coloring and etc. Thus, considering the scope of work of the job holder can be placed at Level 5 Since the individual's work is not limited to working in familiar, routine & predictable environment but rather even encompasses job that requires well developed skill such as creating innovative and trendy hair styles by using advanced cutting techniques and texturizing techniques (like graduating, layering, tapering, thinning & etc.), carrying out corrective hair colouringservice using temporary and semi- permanent colours for men, performing coloring correction techniques to achieve a fashionable effect that complements a style along with managing the team of Hair Stylists & Assistant Hair Stylists, therefore s/he can't be placed in Level 4. And as the job holder doesn't require to exhibit
	wide range of specialized technical skill in hair

I Itle/Name	of qualification/component: Senior Hair Dre	esser & Stylist Level:	5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level

N-

<ul> <li>Apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas</li> <li>Perform colouring and lightening effects         <ul> <li>Full head</li> <li>Regrowth</li> <li>Block lightening on a partial head</li> </ul> </li> <li>Perform removing artificial colour on a full head</li> <li>Perform correcting highlights or lowlights</li> <li>Combine and adapt perming and sectioning techniques in an innovative way to achieve desired perm effect</li> <li>Monitor accurately the development of perming process as required and take a development test curl as required</li> <li>Clear choice of procedures in familiar context</li> </ul>	styling services like planning/ preparing/ delivering the haircare (cutting/ styling/ coloring & etc.) related training programmes or providing additional coaching to learners, therefore s/he can't be placed at Level 6	
COMEAL		
Ensure the finished style taking into		

	of qualification/component: Senior Hair Dre		
NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level

1

<ul> <li>account the critical influencing factors</li> <li>Select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the</li> </ul>	
<ul> <li>client's needs and treatment plan</li> <li>Check the water temperature and flow to meet the needs of the client's hair, scalp and comfort, and to leave the hair clean</li> </ul>	
<ul> <li>and free of products, dirt, and grease</li> <li>Select products, tools and equipment based on the results of client consultation , hair analysis and any tests conducted</li> </ul>	
<ul> <li>Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client</li> </ul>	
<ul> <li>Define a suitable treatment plan to meet the client's needs</li> </ul>	
<ul> <li>Select suitable equipment and products required for the treatment</li> </ul>	
Select the correct cutting tool to achieve	

Title/Name	Title/Name of qualification/component: Senior Hair Dresser & Stylist     Lev		5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	the desired look		

Professional	Knowledge of facts	The job holder is expected to exhibit the	5
knowledge	Denne of consists and anodusts offered by	knowledge of facts such as basic ailments/	
	Range of services and products offered by the ergenization	contraindications/contra actions/ treatment	
	the organization	plans, knowledge of principles like principle of	
	Types of products, materials and	hair styling/ Hair cutting/ hair coloring and	
	equipment required for the treatment	physical effects of styling on hair structure,	
		knowledge of various processes such as	
	Knowledge of shampooing, conditioning	method of managing and controlling hair	
	and massage techniques and equipment	sections during the drying process, knowledge of	
	knowledge of the action of shampoo and	checking the water temperature and flow to meet	
	water to cleanse hair	the needs of the client's hair & scalp's comfort,	
	. Knowledge of the concernance of using	knowledge of performing various cutting	
	<ul> <li>Knowledge of the consequences of using incorrect products</li> </ul>	techniques and texturizing techniques like club	
	incorrect products	cutting/ freehand/ thinning/ razor cutting and	
	Range and application of finishing products	general concepts of Haircare services such as	
	types of colouring products and their effect	knowledge of applicable legislations/ blow drying	
	on hair structure	tools/techniques and products to be used,	
		knowledge of hair and scalp conditions, reasons	
	Knowledge of the tools and equipment	for male hair loss and suggestions for hair	
	used for colouring	growth and styling/ cutting angles/ possible	
	<ul> <li>Knowledge on restoring the hair to its</li> </ul>	allergic reactions on skin by colouring products/	
	<ul> <li>Knowledge on restoring the hair to its natural pH using conditioner</li> </ul>	pH scale and its effects on hair structure/ various	
	natural pri using conditioner	hair relaxing & straightening services. Along with	

Title/Name of qualification/component: Senior Hair Dresse		esser & Stylist Level:	Level: 5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level

Tools and equipment used for colouring	these the job holder is also supposed to possess
	knowledge of international colour chart/
Latest promotional schemes on various	problems that occur during colouring and course
products	of action to be taken while performing color
Basic mapping of the requirements with the	correction and range of services and haircare
products	products offered by the organization.
producio	The individual is expected to exhibit the
Principles, general concepts	knowledge of effect of the incorrect application of
	heat on the hair and scalp, knowledge of
Ageing and lifestyle effects on the skin and	shampooing/ conditioning and massage
muscle tone knowledge of the diseases	techniques and equipment, knowledge of hair
and disorders of the skin	cutting and analysis techniques and hair styles,
Kanada dan atau kashirah la basiala tina malatina	knowledge of various styling and dressing hair
Knowledge of applicable legislation relating to the unarrange lease	(Plait, twists, braids etc.), knowledge of allergic
to the workplace	reactions for coloring products types of colouring
Anatomy, physiology and pathology for	products and their effect on hair structure and
skin treatments	etc.
Principles and practice of skin therapies	
The marking and a discretified for intra-	Since all the above-mentioned professional skill
The position and action of the facial, neck	are related to facts, principles, processes and
and shoulder muscles	general concepts in the field of Haircare services
• The position of head, face, neck, chest and	the role qualifies for Level 5.
shoulder girdle bones and skeletal function	
	The Job holder is expected to possess
<ul> <li>Circulatory system, functions of blood,</li> </ul>	professional skills more than just factual

Title/Name of qualification/component: Senior Hair Dresser & Stylist       Level: 5			
NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level
	<ul> <li>arteries, veins, blood composition and circulation and lymphatic system.</li> <li>The effect of the natural ageing process on the skin and muscle tone</li> <li>Structure, function, characteristics of skin</li> <li>Effect of functional groups on the reactivity of a molecule in products</li> <li>Code of practices and guidelines relating to communication with people</li> <li>Importance of personal health and hygiene</li> <li>Hair examination and principles of colouring</li> <li>Processes</li> <li>Organization's standards of performance and sequence of services</li> <li>Relevant hr policies and processes followed by the organization</li> <li>Process and products to sterilize and</li> </ul>	knowledge about hair cutting/ hair styling in the most innovative ways but also knowledge of facts like treatment adaptations according to treatment plan/ Hair & skin condition and client suitability as well as client's preferred hair styles, knowledge of principles about styling, coloring, straightening, perming, blow drying & cutting in Haircare services and its outcomes, therefore s/he can't be placed at Level 4 Further since the job holder doesn't require to exhibit factual & theoretical knowledge in broad contexts within Haircare services and related training of trainee Hair Stylists & Assistant Hair Stylists on technical aspects such as latest creative hair styles /coloring/ color correction/ styling/ summer or winter collection styles and trends as well as the analysis of collective learning needs of the Hair Stylists & Assistant Hair Stylists, hence the individual can't be placed at Level 6	

NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul> <li>disinfect equipment/ tools</li> <li>Carrying out a detailed skin analysis and relevant tests</li> <li>Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines</li> <li>Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</li> <li>Plan and manage work routine based on salon procedure</li> <li>Method of managing and controlling hair sections during the drying process</li> <li>Monitor accurately the development of perming process as required and take a development test curl as required</li> </ul>		

Professional	Cognitive and practical skills	The Job holder is expected to exhibit a range	5
skill		of practical and cognitive skills required to	
	Select suitable equipment and products	accomplish tasks and solve problems by	
	required for the treatment	selecting and applying basic methods	

NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level

files/documents	<ul> <li>Consult the client by q contra-indications to p recommendations for t suitable to the client</li> <li>Define a suitable treat the client's needs</li> <li>Use products, tools, eat techniques to meet the suit client treatment needs and prepare su make up products to n needs and work plan</li> <li>Manage the storage/ cuse of products, fire procurrences, hygiene waste and environmer</li> <li>Build customer relation customer centric approx</li> <li>Plan and organize ser files/documents</li> </ul>	boducts and provide eatments that aresuitable for hair styling/ hair cutting/ hair coloring k hair color correction, basic tools such as selecting suitable equipment and products required for drying & finishing hair/ shampooing & conditioning of hair/ various creative haircuts/ hair coloring and corrective hair coloring treatments in adherence to the organization's procedures/guidelines. The individual is also expected to possess information about the materials such as knowledge of the latest promotional schemes on various haircare/ hair styling & coloring products along with their available stocks and their features & benefits. The individual is expected to plan & organize the schedule for all services & bookings to be undertaken by self or by the team of subordinates & ensure adherence to the same. Further s/he must be able to take decision on a regular basis & solve problem being faced by self & team. The individual should also be able to analyze the data pertinent to client /products/services & evaluate future course of
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Title/Name of qualification/component: Senior Hair Dresser & Stylis		esser & Stylist Level:	5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level

2

•	Plan and manage work routine based on salon procedure	Thus, considering the professional skills s/he can be placed at level 5
5	<ul> <li>possible solution(s) and suggest an optimum/best possible solution(s)</li> <li>Deal with clients lacking the technical background to solve the problem on their own</li> <li>Define a suitable treatment plan to meet the client's needs</li> </ul>	Since the Job holder is expected to exhibit cognitive skills along with practical skills required to accomplish the tasks by ensuring that the team of Hair Stylists & Assistant Hair Stylists are provided knowledge of latest trends globally, new equipment, innovative procedures, best in class styling tools and their usage etc., aware of the schedules on a daily basis, are updated on the daily tasks and job expectations, performance standards etc. The job holder is also expected to solve problems by counselling and addressing issues/ grievances/ concerns among the team for any work related tasks, therefore s/he can't be placed at Level 4. Further, since the job holder is not required to generate solutions for specific customer problems/ preferences such as implications of certain types of chemicals on hair texture, usage of evolving products for skin and hair, evolving hair styling trends etc., hence s/he can't be
		placed at level 6

Title/Name of qualification/component: Senior Hair Dresser &		& Stylist Level:	5
NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level
	Counsel and address issues among the		
	team for any work related issues		

5

Core skill	<ul> <li>Desired mathematical skill</li> <li>How and when to measure performance of the team</li> <li>Maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>Discuss task lists, schedules, and workloads with co-workers</li> <li>Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>Maintain accurate records of clients, treatments and product stock levels</li> <li>Understanding of social, political</li> <li>Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> </ul>	The Job holder is expected to be possess desired <b>mathematical skills</b> to calculate ongoing promotional schemes on various haircare treatments, <b>understanding of social</b> , <b>political environment</b> so as to inform clients with the latest global hair styling/ hair cutting & hair- coloring trends <b>and some skill of</b> <b>collecting and organizing information by</b> <b>taking verbal/written feedback on the</b> haircare treatments/ post treatment impact on hair/ skin or in general the whole experience of being in the salon, <b>and possess fair communication</b> skills so as the job holder can promote various hair styling/ coloring products and treatments to clients through consultation and advice on the range of treatments and products offered by the organization. The individual is expected to exhibit fluent business communications skills, networking skills & capable of handling client data in the prescribed way.	5
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	of qualification/component: Senior Hair Dre		
NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level

2

	-	
	<ul> <li>Manner and tone, professional, supportive, respectful, sensitive to client</li> </ul>	Thus, considering the core skills, s/he can be placed at Level 5
	<ul> <li>Discuss task lists, schedules, and work-</li> </ul>	The Job holder is expected to exhibit core skills
	loads with co-workers	more than just
	<ul> <li>Manage relationships with customers who may be stressed, frustrated, confused, or angry</li> </ul>	communication skills in written & oral form with required clarity but also some skill of collecting & organizing information such as addressing client's needs/enquiries through consultation and
	Counsel and address issues among the	advise on the range of new creative haircuts/
	team for any work related issues	news ways of styling hair/ new hair products on coloring & colour correction etc. and products
	<ul> <li>Support the centre manager the deployment of the team as per client</li> </ul>	available, hence s/he can't be placed at Level 4
	schedule and the organizational norms and guidelines	And since the job holder doesn't require to be good in mathematical calculations which helps
	Ensure periodic training of the team and support the team by delivering trainings	during the assessment of training sessions learnings of the trainee Hair Stylists & Assistant Hair Stylists, assessing customer's feedback on
	<ul> <li>Meet the organisation's standards of courtesy, behavior and efficiency</li> </ul>	barbering services, and is neither expected to exhibit logical communication which helps in clarifying learners doubts while conducting
	Stay free from intoxicants while on duty	haircare related training sessions or asking
	Some skill of collecting and organising information, communication	probing questions while trying to identify and resolve customers' concerns on services/ products, therefore s/he can't be placed at Level
L		

Title/Name	of qualification/component: Senior Hair Dre	esser & Stylist Level:	5
NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level

•	Maintain accurate records of clients, treatments and product stock levels	6	
•	Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		
•	Share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels		
•	Plan and organize service feedback files/documents		
•	Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule		
•	Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets		
•	Communicate procedure related information to clients based on the sector's code of practices and organisation's		

NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul> <li>procedures/ guidelines</li> <li>Communicate role related information to stakeholders in a polite manner and resolve queries, if any</li> <li>Assist and guide clients to services or products based on their needs</li> <li>Report and record instances of aggressive/ unruly behavior and seek assistance</li> <li>Use communication equipment (phone, email etc.) as mandated by your organization</li> <li>Carry out routine documentation legibly and accurately in the desired format</li> <li>File routine reports and feedback</li> <li>Maintain confidentiality of information, as required, in the role</li> </ul>		

Responsibility	Responsibility for own work and learning	The Senior Hair Dresser & Stylist is	5
		responsible for own work and learning as	
	<ul> <li>Apply, analyse, and evaluate the</li> </ul>	s/he is a professionally trained individual who	

Title/Name	of qualification/component: Senior Hair Dre	esser & Stylist Level:	5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level

information gathered from observation,	specializes in hair styling & dressing and	
experience, reasoning, or communication,	performs various duties such as such as	l
as a guide to thought and action	shampooing/trimming/styling / cutting/ blow	l
<ul> <li>Participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</li> </ul>	drying hair/ hair colouring & colour correction. A Senior Hair Dresser & Stylist needs to understand the intricacies of a suitable hair styling service by using various advanced cutting techniques and texturizing techniques and suitable hair coloring services using temporary	
<ul> <li>Understand the directives passed down by supervisors</li> </ul>	and semi- permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.	
<ul> <li>Plan and manage work routine based on salon procedure</li> </ul>	The individual is responsible to perform various kinds of Hair styling procedures and even	
<ul> <li>Accept feedback in a positive manner and develop on the shortcomings</li> </ul>	responsible for managing & leading the team subordinates. S/he specializes in hair styling & dressing.	
<ul> <li>Read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> </ul>	Given that the incumbent is fully responsible for his/her own work & learning , hence s/he can be placed at level 5	
Responsibility for others' works and learning	Since the Job holders responsibility is not limited till his/her own work & learning but also encompasses some responsibilities for others	
<ul> <li>Deal with clients lacking the technical</li> </ul>	work & learning as s/he is expected to manage &	

NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul> <li>background to solve the problem on their own</li> <li>Discuss task lists, schedules, and work- loads with co-workers</li> <li>Ensure the team is aware of the schedule and job expectations on a daily basis</li> <li>Involve the team in regular meetings to communicate information intended for them</li> <li>Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</li> <li>Ensure participation of the team in various engagement initiatives organized by the</li> </ul>	-	
	<ul> <li>Counsel and address issues among the team for any work related issues</li> <li>Support the centre manager the deployment of the team as per client schedule and the organizational norms and</li> </ul>		

NSQF	Key requirements of the job role	How the job role relates to the NSQF level	NSQF
Domain		descriptors	Level
	guidelines		
	<ul> <li>Ensure periodic training of the team and support the team by delivering trainings</li> </ul>		
	<ul> <li>Share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels</li> </ul>		
	Provide feedback to the centre manager pertaining to performance appraisals of the		
	team		

NSQC Approved

# SECTION 3 EVIDENCE OF NEED

26	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 B&WSSC undertook market The Submitting Body qualification would produce any study and will enclose Please refer to the demand forecast for the reputable and reliable proposed job role both on attached list of job research reports, such as short-term and long-term roles labour market information and basis to substantiate the occupations as per reports; occupational requirement of the the attachment and mapping or similar Qualification proposed. their career paths as research carried out by B&WSSC can produce the per 1, Ministry/State/Any other Annexure primary data from or which have been authentic source authorized secondary sources derived through forecasting the demand as well. for the proposed extensive industry interactions qualification 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 that the discussed qualification is one of the critical roles in The the sector.

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	
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Usage	of	the	The SSC would submit details	The submitting body
qualificati	on		of the employment generated	would submit the details
			(wherever applicable) and	of trained and placed
			realised by virtue of training in	data in the proposed
			the Qualifications of the	qualification (if an
			sector earlier submitted for	existing qualification is
			NSQF alignment.	being proposed for
				NSQF alignment)
			B&WSSC is an unorganized	Information about the
			sector, hence case studies/	success of the
			evidences will be given.	qualification should be
				given (eg. uptake figures,
				examples of use in
				recruitment and
				placement rates (if
				known) should be given.
				However, many 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.	
	Estimated uptake	The employment in beauty	The Submitting Body	
	The market size of	and salons are expected to	should submit the	
	beauty and salons	grow at a CAGR of 20 per	estimated uptake by	
	are INR 26494	cent, with 23 per cent in	reflecting the number of	
	crores in 2017 andis	organized and 15 per cent in	the takers for this	
	growing at a rate of	unorganized segments.	qualification for at least	
	15-20 %.		two years from	
			submission of the	
			qualification	
27	Recommendation from the concerned Line Ministry of t			
21	Recommendation	nom me concerned	Line winnstry of the	
21		ory Body. To be supported by		
21	Government/Regulate			
21				
	<b>Government/Regulato</b> N/A	ory Body. To be supported by	documentary evidences	
28	Government/Regulate N/A What steps were take	ory Body. To be supported by en to ensure that the qualificat	documentary evidences	
	Government/Regulate N/A What steps were take duplicate already exis	ory Body. To be supported by en to ensure that the qualificat sting or planned qualifications	documentary evidences ion(s) does (do) not s in the NSQF? Give	
	Government/Regulate N/A What steps were take duplicate already exis	ory Body. To be supported by en to ensure that the qualificat	documentary evidences ion(s) does (do) not s in the NSQF? Give	
	Government/Regulate N/A What steps were take duplicate already exis justification for prese	ory Body. To be supported by en to ensure that the qualificat sting or planned qualifications	documentary evidences ion(s) does (do) not s in the NSQF? Give	
	Government/Regulate N/A What steps were take duplicate already exis justification for prese	erry Body. To be supported by en to ensure that the qualificat sting or planned qualifications enting a duplicate qualification	documentary evidences ion(s) does (do) not s in the NSQF? Give	
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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

30	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?					
	Show the career map here to reflect the clear progression					
	<ol> <li>Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.</li> <li>Exploring various lateral career opportunities for the discussed qualification</li> <li>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.</li> </ol>					
	Please refer to attached career path as per annexure 1 which clearly defines the career path.					

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.

- 1. Career Map of Senior Hair Dresser & Stylist Annexure 1
- 2. QP BWS/Q0205 Annexure 2

Annexure 1: Career Map



#### Annexure 2: QP BWS/Q0205

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