### 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

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#### List of documents submitted in support of the Qualifications File

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

Model Curriculum to be added which will include the following:

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

### SUMMARY

| 1  | Qualification Title: 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,<br>Hair Brush, Plastic Cap, Scalp Steamor, Cutting Comb, Section Clips, Water Spray        |
|    | Hair Brush, Plastic Cap, Scalp Steamer, Cutting Comb, Section Clips, Water Spray<br>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,<br>Non-Permeable Cape, Hair Straightener, First Aid Kit, Fire Extinguishers,<br>Sterilizers, Hot Cabinets, Waste Disposal Bins, Hand Sanitizer, Round Brushes<br>(Various Diameters), Flat Brushes, Bristle Brushes, Vent, Dressing Comb –<br>Backcomb, Hair Straighteners, Curling Tongs – Various Sizes, Hand Dryer,<br>Diffuser, Hot Rollers, Rollers With Pins, Bendy Rollers, Velcro Rollers, Pin Curl<br>Clips, Crimpers, Hot Brush, Hot Cabinets, Record Book, Hair Styling Products and<br>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<br/>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<br>academic progression): Hair Advisor, Senior Cosmetologist at Level- 5<br>Beauty Services Specialist, Trainer- Hair Dressing & Styling Services, Hair Studio<br>Manager at Level- 6  |
| 17 | Arrangements for the Recognition of Prior learning (RPL) :<br>Currently Beauty & Wellness Sector Skill Council (B&WSSC) is doing the RPL<br>assessments after covering learning Hours of 20 Hours and then followed by the<br>assessments. The assessments are happening in online basis. There are three<br>phases of assessments which is followed in all assessment process of different job<br>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<br>identification<br>code/NOSs/Learning outcomes | Estimated size<br>(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<br>(*OJT: 30 Hours)             | 5     |
|     | BWS/N0208 Perform hair styling and dressing                             | 18                                 | 4     |
|     | BWS/N0223 Perform creative hair styling and dressing                    | 64<br>(*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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|---|-------------------------|--------------------|----------------------|-------------------|
| Prepare and maintain work area  | 30                      | 70                 | -                    | -                 |
| PC1. ensure that ambient conditions are<br>suitable for the client and the service<br>procedures to be carried out in a hygienic,<br>safe and disinfected environment such as<br>using air purifiers to reduce dust, dander,<br>smoke, allergens & odor resulting ina<br>healthier, fresher & cleaner environment,<br>restructuring the workplace set-up, by<br>keeping a minimum distance of 2 meters in<br>between two clientele, practicing social<br>distancing by avoiding<br>handshakes/ hugs to coworkers/ clientele, etc. | 2                       | 6                  |                      |                   |
| PC2. identify and select suitable<br>equipment (ifapplicable) and products<br>required for the<br>respective sessions/services  | 2                       | 5                  | -                    | -                 |
| PC3. set up the area for<br>session/services inadherence to the<br>organizational guidelines  | 2                       | 5                  | -                    | -                 |
| PC4. place disposable sheet on a sanitized<br>trolleyand organize the products in it or in<br>area convenient and efficient for service<br>delivery and place disposable towels, glasses<br>for water, tea/<br>coffee in area convenient  | 2                       | 5                  | -                    | -                 |
| PC5. prepare sterilization solution as per<br>organizational standards using approved<br>productsand as per manufacturer's<br>instructions  | 2                       | 5                  | -                    | -                 |
| PC6. sterilize, disinfect and place the tools<br>on thetray as per organizational standards<br>using<br>recommended solutions and conditions  | 2                       | 6                  | -                    | -                 |
| PC7. dispose waste materials in adherence<br>to theindustry requirements; waste materials<br>such as cotton, disposable face mask,<br>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-<br>recyclable and hazardous waste<br>generated inseparate bin | 2 | 4 |  |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Marks | Practica<br>IMarks |          | Viva<br>Mark<br>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<br>forCovid19) for the employees and display<br>posters/signage's promoting regular hand-<br>washing and<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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<br>shampoo and conditioning services (Yourself:<br>Sanitize the hands prior to service<br>commencement, personal protective equipment,<br>remove jewellery, etc. Client: provide suitable<br>protective apparel, remove jewellery, etc.Work<br>area: no obstructions, equipment in clean and<br>working condition, tools and equipment in<br>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<br>equipmentthat are suitable for the clients hair<br>and scalp condition, that meet clients' needs<br>and service plan;<br>service plan such as colour product removal,<br>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 | - | - |  |
|--|-----|-----|---|---|--|
|--|-----|-----|---|---|--|

| Assessment Criteria for Outcomes   | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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-<br>procedure, homecare advice,<br>recommendations for productuse and<br>further services to the client, as per<br>manufacturer instructions and salon<br>standards | 1                       | 2                  | -                    | -                 |

| <b>24.</b> ask questions to check with the client theirsatisfaction with the finished result | 1.5 | 2.5 | - | - |  |
|--|-----|-----|---|---|--|
|--|-----|-----|---|---|--|

| Assessment Criteria for Outcomes  | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|---|-------------------------|--------------------|----------------------|-------------------|
| <b>25.</b> thank customer for feedback post-<br>service, where customer is not satisfied with<br>service take actions to resolve matter to<br>customer satisfactionor apologise for the<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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<br>andestablish the client's understanding and<br>expectationprior to commencement of the<br>procedure and clarifydoubts, if any including<br>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<br>achieve the desired look Techniques: Blow-<br>waving(curls), blow-drying, scrunch drying,<br>finger or handdrying, blow combing, blow-<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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,<br>homecare advice and recommendations for<br>product use andfurther services to the client<br>Knowledge  | 2                       | 3                  | -                    | -                 |
| NOS Total  | 27                      | 73                 | -                    | -                 |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|--|-------------------------|--------------------|----------------------|-------------------|
| Prepare self and client for hair cut   | 6                       | 17                 | -                    | -                 |
| <ol> <li>adhere to the health and safety standards<br/>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 | - | - |  |
|--|-----|-----|---|---|--|
|--|-----|-----|---|---|--|

| Assessment Criteria for Outcomes   | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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 | - | - |  |
|---|---|---|---|---|--|
|---|---|---|---|---|--|

| Assessment Criteria for Outcomes  | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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-<br>service, where customer is not satisfied with<br>service take actions to resolve matter to<br>customer satisfactionor apologise for the<br>same and refer to supervisor | 1                       | 3                  |                      | -                 |
| NOS Total   | 27                      | 73                 | -                    | -                 |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br/>expectationprior to commencement of<br/>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br>techniques andtexturising technique: Graduating<br>Layering TaperingClipper over comb Thinning<br>Freehand Texturising Disconnecting Razoring<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|---|-------------------------|--------------------|----------------------|-------------------|
| Perform hair styling and dressing   | 27                      | 73                 | -                    | -                 |
| <b>1.</b> use suitable consultation techniques to<br>identify the clients wishes for the desired look<br>before dressing the hair, including with<br>parents or guardians for minors Consultation<br>techniques: eg.ask questions, catalogue of<br>styles, chart or imagereferencing, computer<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|--|-------------------------|--------------------|----------------------|-------------------|
| <b>13.</b> thank customer for feedback post-<br>service, where customer is not satisfied with<br>service take actions to resolve matter to<br>customer satisfactionor refer to supervisor if<br>actions beyond scope of authority or no<br>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,<br>homecare advice and recommendations for<br>product use andfurther services to the client   | 1                       | 4                  | -                    | -                 |
| NOS Total  | 27                      | 73                 | -                    | -                 |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Marks |
|--|---------------------|--------------------|----------------------|---------------|
| Perform creative hair styling and dressing   | 19                  | 81                 | -                    | -             |
| 1. perform suitable consultation<br>techniques toidentify opportunities for<br>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<br/>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<br>/backbrushing technique  | 1                   | 4                  | -                    | -             |
| 6. perform various styling techniques Blow<br>drying with round brush and flat brush Finger<br>drying Diffuse Setting Finger waving Pin<br>curling TongingStraighteners Non-<br>conventional   | 1                   | 8                  | -                    | -             |
| 7. perform various dressing techniques Firm<br>brushing Creative brush Comb used on<br>straight flat styles Hands tease, pull, push,<br>mould, create Back combing/back brushing<br>Roll section of hair Knots Plaits Weaving<br>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|--|-------------------------|--------------------|----------------------|-------------------|
| Perform a variety of coloring techniques such<br>as<br>full head, re-growth and highlighting and/or<br>low-lighting  | 27                      | 73                 | -                    | -                 |
| <ol> <li>adhere to the health and safety standards<br/>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<br>area forhair colouring and lightening<br>services where required Yourself: Sanitize<br>the hands prior to service commencement<br>Client: Provide suitableprotective apparel,<br>remove jewellery, etc. Work area: Organise | 1                       | 4                  | -                    | -                 |
| and arrange products, tools and equipment,<br>sanitise tools and equipment, no trailing<br>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<br>into account various influencing factors<br>Influencing factors: Skin tone, existing<br>colour, hair condition,test results if any, etc.  | 1                       | 4                  | -                    | -                 |
| 9. promptly refer problems that cannot be solved<br>to<br>the relevant person/ senior Hair Dresser &<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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-<br>service, where customer is not satisfied with<br>service take actions to resolve matter to<br>customer satisfactionor apologise for the             | 1                       | 2                  | -                    | -                  |

| same and refer to supervisor |  |  |
|------------------------------|--|--|
|                              |  |  |
|                              |  |  |
|                              |  |  |

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

| Assessment Criteria for Outcomes   | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br/>identify contra-indications to hairand<br/>colouring products</li> </ol>           | 2                   | 3                  | 0                    |               |
| 3. sanitize the hands prior to treatmentcommencement   | 2                   | 3                  | ·                    | -             |
| <ol> <li>prepare the client and provide<br/>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<br>Blockcolour Weaving Shoe shine/tipping<br>Scrunch colouring Backcombing coloring | 2                   | 3                  | -                    | -             |
| <b>11.</b> perform colouring and lightening effects<br>Full head Regrowth Block lightening on a<br>partial head                      | 2                   | 3                  | -                    | -             |
| <b>12.</b> perform colour correction techniques.<br>Restoringdepth and tone Neutralising colour toneColouring resistant hair         | 2                   | 3                  | -                    | -             |
| <b>13.</b> perform pre-softening and pre-<br>pigmentationduringcolouring services  | 2                   | 3                  | -                    | -             |

| Assessment Criteria for Outcomes  | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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,<br>homecare advice and recommendations for<br>product use andfurther treatments to the<br>client | 1                   | 3                  | -                    | -             |
| NOS Total   | 38                  | 62                 | -                    | -             |
|   |                     |                    |                      |               |

| Assessment Criteria for Outcomes  | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br>on the results of client consultation, hair<br>analysis and any tests conducted to perform<br>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<br>Blockcolour Weaving Shoe shine/tipping<br>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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.<br>Restoringdepth and tone Neutralising colour toneColouring resistant hair           | 2                   | 6                  | K                    | -             |
| <b>18.</b> perform pre-softening and pre-<br>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 | - | - |  |
|-----------|----|----|---|---|--|
|-----------|----|----|---|---|--|

NSQC Approved

| Assessment Criteria for Outcomes  | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|---|-------------------------|--------------------|----------------------|-------------------|
| Create a variety of looks using basicperming techniques   | 28                      | 72                 | -                    | -                 |
| <ol> <li>adhere to the health and safety standards<br/>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<br>jewellery, etc.Work area: Organise and arrange<br>products, tools and equipment, sanitise tools and<br>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<br>identify theclients wishes for the desired look<br>before perm and neutralizing service, including<br>with parents/guardiansof minors (Consultation<br>techniques: eg. ask questions, catalogue of<br>styles, chart or image referencing, computer<br>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<br>hair and its effect on service or procedure<br>selection for achievement of the required results<br>(Test: Incompatibility, porosity, elasticity, skin,<br>pre-perm testcurl, pH test)  | 2                       | 3                  | -                    | -                 |
| 8. select products, tools and equipment<br>based onthe results of client consultation,<br>hair analysis andtests conducted, which will<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|--|-------------------------|--------------------|----------------------|-------------------|
| Perform hair relaxing and straightening services   | 17.5                    | 58.5               | -                    | -                 |
| <ol> <li>adhere to the health and safety standards<br/>laid outby the manufacturer and salon</li> </ol>  | 1                       | 3                  | -                    |                   |
| 2. prepare yourself, the client and work area for<br>therelaxing and straightening services<br>(Yourself: Sanitize the hands prior to service<br>commencement  | 1                       | 4                  |                      |                   |
| Client: Provide suitable protective apparel,<br>removejewellery, etc. Workarea: Organise and<br>arrange products, tools and equipment, sanitise<br>tools and equipment, no trailing wires, no<br>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<br>on the results of client consultation, hair<br>analysis and any tests conducted, which will<br>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<br>ensure the same, reassure the client with<br>necessaryinformation and positive comments<br>as required | 1 | 4 | - | - |
|--|---|---|---|---|
|--|---|---|---|---|

| Assessment Criteria for Outcomes  | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>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,<br>homecare advice and recommendations for<br>product use andfurther beauty services to the<br>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-<br>service, where customer is not satisfied with<br>service take actions to resolve matter to<br>customer satisfactionor apologise for the | 1.5                     | 3.5                | -                    | -                 |
| same and refer to supervisor  |                         |                    |                      |                   |

| Assessment Criteria for Outcomes  | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>S |
|---|-------------------------|--------------------|----------------------|-------------------|
| Maintain health and safety of the work area   | 33                      | 67                 | -                    | -                 |
| PC1. ensure proper supply of Personal<br>Protective Equipment such as tissues,<br>antibacterial soaps, alcohol-based hand<br>cleansers, triple layered surgical face<br>masks,<br>gloves, etc. for the employees and clientele  | 3                       | 7                  | 0                    |                   |
| PC2. ensure maintaining basic hygiene and<br>keepproper distance between the clientele to<br>avoid any kind of cross infection, basic<br>hygiene such aswearing disposable N-95/<br>triple layered surgical face mask, gloves,<br>apron, washing/ sanitizing<br>hands & taking bath at regular intervals,<br>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<br>to minimize fatigue, risk of injury and<br>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<br>and products in accordance with the<br>guidelines andmanufacturers' instructions | 3  | 6  |   |   |  |  |
| PC10. report health and safety risks/<br>hazards toconcerned personnel  | 3  | 6  |   |   |  |  |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Mark<br>s | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|--|-------------------------|--------------------|----------------------|-------------------|
| Create Positive Impression at the workplace  | 36                      | 64                 |                      |                   |
| Appearance and Behavior  | 8                       | 14                 | -                    | -                 |
| PC1. ensure maintaining good health and<br>personal hygiene such as sanitized hands,<br>neatly tied and covered hair, clean nails,<br>etc.   | 2                       | 4                  | -                    | -                 |
| PC2. meet the organization's<br>standards of grooming (courtesy,<br>behavior and efficiency) such as<br>engaging with clients with no<br>gender stereotyping, positioning<br>self and clientin a manner, to<br>ensure privacy, comfortand well-<br>being of all the genders<br>throughout the services, etc. | 2                       | 4                  | -                    | -                 |
| PC3. stay free from intoxicants while on duty  | 2                       | 2                  | -                    | -                 |
| PC4. wear and carry organization's uniform<br>and<br>accessories correctly and smartly by<br>sanitizing itin hot water with detergent and<br>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<br>activitiesas a part of the larger<br>team  | 2 | 4 | -   | - |
| PC7. report to supervisor immediately in casethere are any work issues  | 2 | 3 | -   |   |
| PC8. use appropriate language, tone and<br>gestures while interacting with guests from<br>different cultural and religious backgrounds,<br>age,<br>disabilities and gender  | 2 | 4 | - 6 |   |
| PC9. improve upon existing techniques of<br>services by updating skills, such as, learning<br>about digital technologies (by using digital<br>platform for booking an appointment, making<br>bills& payments, collecting feedback);<br>financial literacy (opening savings bank<br>accounts, linking Aadhaar card to bank<br>account, using various e- commerce | 2 | 4 | -   | - |
| platforms); self-ownership, etc.  |   |   |     |   |

| Assessment Criteria for Outcomes  | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Mark<br>s |
|---|---------------------|--------------------|----------------------|-------------------|
| Communication and Information record  | 18                  | 32                 | -                    | -                 |
| PC10. communicate procedure related<br>information to guests based on the<br>sectors code of practices and<br>organizations<br>procedures/ guidelines | 2                   | 5                  | -                    | -                 |
| PC11. communicate role related<br>information to stakeholders in a polite<br>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<br>(such as recording details related to<br>employee's tasks, services taken and<br>feedback given by clients) legibly and<br>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<br>employees at workplace; using range of<br>technologies that aid PwDs at the<br>workplace,<br>etc.   | 2  | 4  |    | - |
| NOS Total  | 36 | 64 | -  | - |

| Assessment Criteria for Outcomes   | Theor<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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,<br>techniques, therapies and products with the<br>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br/>andcarry out necessary tests</li> </ol>  | 2                   | 8                  | ·                    | -             |
| 4. consult the client by questioning to identify<br>contra-indications to products/ services and<br>provide recommendations for treatments/<br>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<br>andrecommendations to the<br>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>Marks |
|--|---------------------|--------------------|----------------------|---------------|
| Promote and sell services and products   | 16                  | 84                 | -                    | -             |
| 1. greet client's when they enter the retail outlet<br>anddirect them to the counter based on their<br>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<br/>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<br>pricing information as per client's<br>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<br>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<br>y<br>Marks | Practica<br>IMarks | Projec<br>t<br>Marks | Viva<br>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<br/>and conditioning technique, ensuring the<br/>client is comfortable throughout the<br/>process</li> <li>Complete the shampooing and conditioning<br/>process with suitable towel wrap procedure<br/>to remove excess remaining water and<br/>menopitient the slient complete the shampooing water and</li> <li>Styling and dressing/ performing hair colouring<br/>service using temporary and semi-permanent<br/>colours/ creating a variety of looks using creative<br/>colouring techniques/ performing colour<br/>correction techniques/ using basic perming<br/>techniques and perform hair relaxation and<br/>straightening. Along with these the job holder is<br/>also expected to consult &amp; advise clients on the</li> </ul>  |  |
| <ul> <li>Complete the shampooing and conditioning<br/>process with suitable towel wrap procedure<br/>to remove excess remaining water and</li> <li>techniques and perform hair relaxation and<br/>straightening. Along with these the job holder is<br/>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<br/>the desired look</li> <li>treatments and stimulate sales by promoting<br/>various haircare services and products the<br/>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<br>of service delivery, perform blow dry, perform<br>shampooing/ conditioning/massage of hair &<br>scalp, perform regular/creative haircuts, perform<br>hair styling & dressing, perform regular /<br>creative/corrective hair coloring and etc.<br>Thus, considering the scope of work of the job<br>holder can be placed at Level 5<br>Since the individual's work is not limited to<br>working in familiar, routine & predictable<br>environment but rather even encompasses job<br>that requires well developed skill such as<br>creating innovative and trendy hair styles by<br>using advanced cutting techniques and<br>texturizing techniques (like graduating, layering,<br>tapering, thinning & etc.), carrying out corrective<br>hair colouringservice using temporary and semi-<br>permanent colours for men, performing coloring<br>correction techniques to achieve a fashionable<br>effect that complements a style along with<br>managing the team of Hair Stylists & Assistant<br>Hair Stylists, therefore s/he can't be placed in<br>Level 4.<br>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<br>Domain | Key requirements of the job role            | How the job role relates to the NSQF level descriptors | NSQF<br>Level |
|                |   |  |               |

N-

| <ul> <li>Apply colour using techniques that reduce<br/>the risk of colour being spread to the<br/>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<br/>head</li> <li>Perform correcting highlights or lowlights</li> <li>Combine and adapt perming and<br/>sectioning techniques in an innovative way<br/>to achieve desired perm effect</li> <li>Monitor accurately the development of<br/>perming process as required and take a<br/>development test curl as required</li> <li>Clear choice of procedures in familiar<br/>context</li> </ul> | styling services like planning/ preparing/<br>delivering the haircare (cutting/ styling/ coloring<br>& etc.) related training programmes or providing<br>additional coaching to learners, therefore s/he<br>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<br/>meet the needs of the client's hair, scalp<br/>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<br/>based on the results of client consultation ,<br/>hair analysis and any tests conducted</li> </ul> |  |
| <ul> <li>Perform and adapt the treatment using<br/>materials, equipment and techniques<br/>correctly and safely to meet the needs of<br/>the client</li> </ul>                                       |  |
| <ul> <li>Define a suitable treatment plan to meet<br/>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<br>Domain | Key requirements of the job role   | How the job role relates to the NSQF level descriptors | NSQF<br>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<br/>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<br/>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<br>Domain  | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF<br>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<br>most innovative ways but also knowledge of<br>facts like treatment adaptations according to<br>treatment plan/ Hair & skin condition and client<br>suitability as well as client's preferred hair styles,<br>knowledge of principles about styling, coloring,<br>straightening, perming, blow drying & cutting in<br>Haircare services and its outcomes, therefore<br>s/he can't be placed at Level 4<br>Further since the job holder doesn't require to<br>exhibit factual & theoretical knowledge in broad<br>contexts within Haircare services and related<br>training of trainee Hair Stylists & Assistant Hair<br>Stylists on technical aspects such as latest<br>creative hair styles /coloring/ color correction/<br>styling/ summer or winter collection styles and<br>trends as well as the analysis of collective<br>learning needs of the Hair Stylists & Assistant<br>Hair Stylists, hence the individual can't be placed<br>at Level 6 |       |

| NSQF<br>Domain | Key requirements of the job role   | How the job role relates to the NSQF level descriptors | NSQF<br>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<br>eatments that aresuitable for hair styling/ hair cutting/ hair coloring<br>k hair color correction, basic tools such as<br>selecting suitable equipment and products<br>required for drying & finishing hair/ shampooing<br>& conditioning of hair/ various creative haircuts/<br>hair coloring and corrective hair coloring<br>treatments in adherence to the organization's<br>procedures/guidelines. The individual is also<br>expected to possess information about the<br>materials such as knowledge of the latest<br>promotional schemes on various haircare/ hair<br>styling & coloring products along with their<br>available stocks and their features & benefits.<br>The individual is expected to plan & organize the<br>schedule for all services & bookings to be<br>undertaken by self or by the team of<br>subordinates & ensure adherence to the same.<br>Further s/he must be able to take decision on a<br>regular basis & solve problem being faced by<br>self & team. The individual should also be able<br>to analyze the data pertinent to client<br>/products/services & evaluate future course of |
|-----------------|---|---|
|-----------------|---|---|

| Title/Name of qualification/component: Senior Hair Dresser & Stylis |                                  | esser & Stylist Level:                                 | 5             |
|---|----------------------------------|--|---------------|
| NSQF<br>Domain  | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF<br>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<br>cognitive skills along with practical skills required<br>to accomplish the tasks by ensuring that the<br>team of Hair Stylists & Assistant Hair Stylists are<br>provided knowledge of latest trends globally,<br>new equipment, innovative procedures, best in<br>class styling tools and their usage etc., aware of<br>the schedules on a daily basis, are updated on<br>the daily tasks and job expectations,<br>performance standards etc. The job holder is<br>also expected to solve problems by counselling<br>and addressing issues/ grievances/ concerns<br>among the team for any work related tasks,<br>therefore s/he can't be placed at Level 4.<br>Further, since the job holder is not required to<br>generate solutions for specific customer<br>problems/ preferences such as implications of<br>certain types of chemicals on hair texture, usage<br>of evolving products for skin and hair, evolving<br>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<br>desired <b>mathematical skills</b> to calculate<br>ongoing promotional schemes on various<br>haircare treatments, <b>understanding of social</b> ,<br><b>political environment</b> so as to inform clients<br>with the latest global hair styling/ hair cutting &<br>hair- coloring trends <b>and some skill of</b><br><b>collecting and organizing information by</b><br><b>taking verbal/written feedback on the</b> haircare<br>treatments/ post treatment impact on hair/ skin<br>or in general the whole experience of being in<br>the salon, <b>and possess fair communication</b><br>skills so as the job holder can promote various<br>hair styling/ coloring products and treatments to<br>clients through consultation and advice on the<br>range of treatments and products offered by the<br>organization.<br>The individual is expected to exhibit fluent<br>business communications skills, networking<br>skills & capable of handling client data in the<br>prescribed way. | 5 |
|------------|---|--|---|
|------------|---|--|---|

|        | 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,<br/>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<br/>may be stressed, frustrated, confused, or<br/>angry</li> </ul> | communication skills in written & oral form with<br>required clarity but also some skill of collecting &<br>organizing information such as addressing<br>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<br/>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<br>support the team by delivering trainings                                | during the assessment of training sessions<br>learnings of the trainee Hair Stylists & Assistant<br>Hair Stylists, assessing customer's feedback on  |
|   | <ul> <li>Meet the organisation's standards of<br/>courtesy, behavior and efficiency</li> </ul>                      | barbering services, and is neither expected to<br>exhibit logical communication which helps in<br>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<br>resolve customers' concerns on services/<br>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,<br>techniques, therapies and products with<br>the team to enhance their skill levels                     |   |  |
| • | Plan and organize service feedback files/documents   |   |  |
| • | Understand the client scheduling and<br>bookings and maintain the work area,<br>equipment and product stocks to meet the<br>schedule   |   |  |
| • | Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets                                 |   |  |
| • | Communicate procedure related<br>information to clients based on the sector's<br>code of practices and organisation's                  |   |  |

| NSQF<br>Domain | Key requirements of the job role   | How the job role relates to the NSQF level descriptors | NSQF<br>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<br>Domain | Key requirements of the job role            | How the job role relates to the NSQF level descriptors | NSQF<br>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<br/>activities to enhance one's knowledge of<br/>salon performance standards and<br/>applicable health and safety legislative<br/>requirements</li> </ul> | drying hair/ hair colouring & colour correction. A<br>Senior Hair Dresser & Stylist needs to<br>understand the intricacies of a suitable hair<br>styling service by using various advanced cutting<br>techniques and texturizing techniques and<br>suitable hair coloring services using temporary |   |
| <ul> <li>Understand the directives passed down by<br/>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<br/>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<br/>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<br/>with reference to the organization and also<br/>from external forums such as websites and<br/>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<br>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<br>Domain | Key requirements of the job role   | How the job role relates to the NSQF level descriptors | NSQF<br>Level |
|----------------|--|--|---------------|
|                | <ul> <li>background to solve the problem on their<br/>own</li> <li>Discuss task lists, schedules, and work-<br/>loads with co-workers</li> <li>Ensure the team is aware of the schedule<br/>and job expectations on a daily basis</li> <li>Involve the team in regular meetings to<br/>communicate information intended for them</li> <li>Ensure communication to the team on any<br/>changes in policies/ processes by the<br/>organization through required verbal/<br/>written mechanisms</li> <li>Ensure participation of the team in various<br/>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<br/>support the team by delivering trainings</li> </ul>                                |  |       |
|        | <ul> <li>Share knowledge of processes,<br/>techniques, therapies and products with<br/>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<br>Awarding Bodies<br>(Institutes under<br>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<br>and research<br>analysis are<br>provided separately<br>as a research<br>analysis report.<br>Industry Relevance | B&WSSC undertook<br>validation of the job roles<br>with actual end-user<br>industry where such<br>employment is going to<br>be generated and<br>absorbed instead of<br>generic validation of<br>industry. B&WSSC will<br>submit the endorsements<br>from users/intended users of<br>the qualification clearly<br>supporting or otherwise the<br>need for trained people<br>against specific job role. (The<br>industry validation format had<br>been used) | The Submitting Body<br>would submit the list of<br>industry participation<br>while preparation of the<br>curriculum/ course<br>content of the<br>qualifications. These<br>could include minutes of<br>the meeting/ reports of<br>these consultations |  |
|---|--|--|--|
|---|--|--|--|

| 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><br>N/A  | ory Body. To be supported by   | documentary evidences  |  |
| 28 | Government/Regulate<br>N/A<br>What steps were take   | ory Body. To be supported by<br>en to ensure that the qualificat   | documentary evidences  |  |
|    | Government/Regulate<br>N/A<br>What steps were take<br>duplicate already exis   | ory Body. To be supported by<br>en to ensure that the qualificat<br>sting or planned qualifications  | documentary evidences<br>ion(s) does (do) not<br>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<br/>organisational charts of various industry players across small, medium and<br/>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<br/>qualification experience and skill requirement from lower NSQF Level to<br/>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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