

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

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Position in the organisation: CEO

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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: Spa Therapist
2	Qualification Code, if any: BWS/Q1002
3	NCO code and occupation: NCO-2015/NIL
4	<p>Nature and purpose of the qualification (Please specify whether qualification is short term or long term): Nature of the qualification - A Qualification pack (QP) The main purpose of the qualification Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization's/brand's standards of performance and sequences of services.</p>
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: Spa Services under Alternate Therapy & Rejuvenation Sub-sector
9	Job description of the occupation: Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services.
10	Licensing requirements: N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided) : N/A
12	Level of the qualification in the NSQF: Level 4
13	Anticipated volume of training/learning required to complete the qualification: 390 hours
14	<p>Indicative list of training tools required to deliver this qualification: Treatment Couch, Trolley, Steam Room Or Steam Cabinet, Sauna, Hydrotherapy, Showers, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone Heater, Treatment Stones, Cooling Systems, Herbal Compresses, Linen, Couch Roll, Facial Tissues, Bin, Disposable Gowns, Slippers, Disposable Briefs, Headband, Towels, Spatulas, Brushes, Thermal Blanket, Bandages, Thin Mattress (Thai Or Shiatsu), Pillows, Thai Massage Suit, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bins, Disposable Aprons, and Hand Sanitizer</p>
15	<p>Entry requirements and/or recommendations and minimum age:</p> <ul style="list-style-type: none"> • Class X with 1 year of experience as an Assistant Spa Therapist in a Spa OR • NSQF Level-3 course (Assistant Spa Therapist) with 1 year of experience OR • Class X with NSQF Level-3 course in Advance Spa Therapy under DGT with 6 months of experience • Minimum Job Entry Age - 18 years

16	Progression from the qualification (Please show Professional and academic progression): Spa Trainer; Floor Manager - Spa Centre at Level- 6		
17	<p>Arrangements for the Recognition of Prior learning (RPL): Currently Beauty & Wellness Sector Skill Council (B&WSSC) is doing the RPL assessments after covering learning hours of 20 hours and then followed by the assessments. The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles-</p> <ol style="list-style-type: none"> 1. Theory- weightage 70% 2. Practical- Weightage 30% (Hands on assessment + Viva) <p>The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands-on performance. (Detailed Assessment Plan is attached in the folder)</p>		
18	<p>International comparability where known (research evidence to be provided): No UK NOS in Spa Therapies at this level. UK NOS start at Level 3 (NSQF Level 5) The NOS BWS/N1002: Conduct the spa treatment aligns with NOS at UK-Level 3</p>		
19	Date of planned review of the qualification: 08-04-2024		
20	Formal structure of the qualification		
	Mandatory components		
(i)	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	BWS/N9001 Prepare and maintain work area	12	3
	BWS/N1002 Conduct Spa Treatment	314	4
	BWS/N9002 Maintain health and safety of workplace	12	3
	BWS/N9003 Create a positive impression at the workplace	52	3
	Sub Total (A)	390	
	(B) Optional components (N/A)		
	Total (A+B) 390 Hours		
	Instructor-Led Online Module – 40 Hours		

SECTION 1**ASSESSMENT**

21	<p>Body/Bodies which will carry out assessment:</p> <ol style="list-style-type: none"> 1. Amrit Skills Development Private Limited 2. Aspiring Minds Assessment (P) Ltd. 3. Inspire Youth Development Pvt. Ltd 4. Iris Corporate Solutions Pvt. Ltd 5. Mettl 6. Prima Competencies Private Limited 7. Skills Mantra Edutech Consulting India Pvt Ltd 8. SP Institute of Workforce Development Pvt Ltd (SPIWD 9. Trendsetters 10. Vedokt Skills 11. Demorgia Consulting Services Pvt Ltd 12. Diversified Business Solutions Private Limited 13. Eduvantage 14. Eins & Erste Skill development and Technologies 15. Glocal Thinkers 16. Khwaspuria Advisory P Limited 17. Navriti Technologies Pvt. Ltd. 18. Radiant Infonet Pvt Ltd 19. Sai Graphics Assessment Body Pvt Ltd 20. IQAG 21. STAR PROJECTS SERVICES PVT LTD. 22. Palmary Project & Services Pvt. Ltd. 23. Wheebox 24. CII
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>Give details of how RPL assessment for the qualification will be carried out and quality assured.</p> <p>The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates</p>
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals.</p> <p>The second part of the assessment process is the judgement as to whether</p>

a person is competent or not. The assessment plan contains the following information:
The assessments are happening in online/ offline basis. There are three phases of assessments which is followed in all assessment process of different job roles-

- Theory- weightage 30%
- Practical+ VIVA- Weightage 70% (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 – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Spa Therapist

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Spa Therapist

Qualification Pack BWS/Q1002

Sector Skill Council Beauty & Wellness

Guidelines for 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.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the 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	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	30	70	-	-
PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.	2	6	-	-
PC2. identify and select suitable equipment (if applicable) and products required for the respective sessions/ services	2	5	-	-
PC3. set up the area for session/ services in adherence to the organizational guidelines	2	5	-	-
PC4. place disposable sheet on a sanitized trolley and organize the products in it or in area convenient and efficient for service delivery and place disposable towels, glasses for water, tea/ coffee in area convenient	2	5	-	-
PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions	2	5	-	-
PC6. sterilize, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions	2	6	-	-
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as cotton, disposable face mask, disposable gloves, etc.	2	5	-	-
PC8. identify ways to optimize usage of material including water in various tasks/activities/processes	2	5	-	-

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PC9. check for spills/leakages occurred while providing services	2	4		
PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	4		

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Assessment Criteria for Outcomes	Theor y Marks	Practica l Marks	Projec t Marks	Viva Mark s
PC11. discard the unused open single use packed products properly in a closed bin	2	4		
PC12. ensure electrical equipment and appliances are switched off when not in use	2	4		
PC13. store records, materials and equipment securely in line with the policies	2	4		
PC14. conduct awareness program (such as for Covid19) for the employees and display posters/signage's promoting regular hand-washing and respiratory hygiene in the premises	2	4		
PC15. set up and promote digital modes of payment to lessen any kind of cross infection	2	4		
NOS Total	30	70	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Spa treatment</i>	32	68	-	-
1. greet the client, and ensure the guest is comfortable	1	4	-	-
2. consult with the client to identify factors that may influence the therapy objectives (contra indications)	5	5	-	-
3. advise the client on the benefits of sauna, steam and jacuzzi	1	4	-	-
4. explain treatment procedure and provide information about oils and creams used during treatment	1	4	-	-
5. assist clients in preparing for treatment by providing them with gowns and putting away their clothing	1	4	-	-
6. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines	5	5	-	-
7. prepare massage oil or cream and other equipment	1	4	-	-
8. position self and client throughout treatment to ensure privacy, comfort and wellbeing	5	5	-	-
9. perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client	2	8	-	-
10. identify contra actions and adapt the treatment to suit the client needs	5	5	-	-
11. provide body massage using a range of mediums and techniques to achieve the desired results	1	4	-	-
12. complete the therapy to the satisfaction of the client in a commercially acceptable time	1	4	-	-

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Assessment Criteria for Outcomes	Theor y Marks	Practica l Marks	Projec t Marks	Viva Mark s
13. provide suitable aftercare and home care advice	1	4	-	-
14. record the therapy accurately and store information securely in line with the organizations policies	1	4	-	-
15. adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
NOS Total	32	68	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety of the work area</i>	33	67	-	-
PC1. ensure proper supply of Personal Protective Equipment such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele	3	7	-	-
PC2. ensure maintaining basic hygiene and keep proper distance between the clientele to avoid any kind of cross infection, basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, etc.	3	6	-	-
PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	6	-	-
PC4. clean and sterilize all tools and equipment before and after use	3	6	-	-
PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	6	-	-
PC6. dispose waste materials in accordance to the industry accepted standards	3	6	-	-
PC7. maintain first aid kit and keep oneself updated on the first aid procedures	3	6	-	-
PC8. identify and document potential risks and hazards in the workplace	3	6	-	-
PC9. accurately maintain accident reports	3	6	-	-
PC10. report health and safety risks/ hazards to concerned personnel	3	6	-	-

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PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	6		
NOS Total	33	67	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create Positive Impression at the workplace</i>	36	64		
<i>Appearance and Behavior</i>	8	14	-	-
PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	4	-	-
PC2. meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, etc.	2	4	-	-
PC3. stay free from intoxicants while on duty	2	2	-	-
PC4. wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach	2	4	-	-
<i>Task execution as per organization's standards</i>	10	18	-	-
PC5. take appropriate and approved actions in line with instructions and guidelines	2	3	-	-
PC6. participate in workplace activities as apart of the larger team	2	4	-	-
PC7. report to supervisor immediately in case there are any work issues	2	3	-	-
PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	4	-	-

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PC9. improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self- ownership, etc.	2	4	-	-
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Assessment Criteria for Outcomes	Theor y Marks	Practica l Marks	Projec t Marks	Viva Mark s
<i>Communication and Information record</i>	18	32	-	-
PC10. communicate procedure related information to guests based on the sectors code of practices and organizations procedures/ guidelines	2	5	-	-
PC11. communicate role related information to stakeholders in a polite manner and resolve queries, if any	2	3	-	-
PC12. assist and guide guests to services or products based on their needs	2	4	-	-
PC13. report and record instances of aggressive/ unruly behavior and seek assistance	2	3	-	-
PC14. use communication equipment (phone, email etc.) as mandated by the organization	2	3	-	-
PC15. carry out routine documentation (such as recording details related to employee's tasks, services taken and feedback given by clients) legibly and accurately in the desired format	2	3	-	-
PC16. maintain confidentiality of information, as required, in the role	2	4	-	-

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PC17. communicate the internalization of gender& its concepts at work place	2	4	-	-
PC18. conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc.	2	4	-	-
NOS Total	36	64	-	-

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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 criterion.

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 qualification/component: Spa Therapist			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Work in familiar, predictable, routine, situation of clear choice</p> <ul style="list-style-type: none"> Place the products in the trolley for the treatment Sterilize, disinfect and place the tools on the tray Assist clients in preparing for treatment by providing them with gowns and putting away their clothing Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines Prepare massage oil or cream and other equipment Position self and client throughout 	<p>The individual is expected to preparing the equipment, products and work area ahead of service delivery, perform various Spa Therapies as agreed with the guests in accordance with the approved organization’s brand standards of performance and sequences of services.</p> <p>The job holder is expected to understand the equipment; products used in different services and the process for providing the services. The role holder is further expected to carry out work of familiar, predictable and routine nature within situations of clear choice, such as select materials and equipment to suit the guest’s therapy needs, arrange tools/ products and other materials that are safe and fit for the purpose based on the guidelines, assist client by providing them with gowns and safely keep clothes, prepare massage oil or cream and other equipment, perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the guests.</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>treatment to ensure privacy, comfort and wellbeing</p> <ul style="list-style-type: none"> • Perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client • Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines • Identify contra actions and adapt the treatment to suit the client needs • Provide body massage using a range of mediums and techniques to achieve the desired results • Complete the therapy to the satisfaction of the client in a commercially acceptable time • Comply with organisation's standards of grooming and personal behaviour 	<p>Hence, it qualifies as a Level 4 role.</p> <p>This role requires the job holder to work in a familiar, predictable, routine situation of clear choice. For example, explaining the treatment and benefits, consulting with client to know any factors that may influence the therapy , preparing massage oil or cream for the respective therapy as per guidelines. Therefore the job holder can't be placed at Level 3.</p> <p>Since it does not involve several choices to be made even in a familiar context like managing the team of subordinates, the role does not qualify for Level 5.</p>	

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Title/Name of qualification/component: Spa Therapist			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Meet the organisation's standards of courtesy, behaviour and efficiency Provide suitable aftercare and home care advice Record the therapy accurately and store information securely in line with the organization's policies 		
Professional knowledge	<p>Factual knowledge of field of knowledge or study</p> <ul style="list-style-type: none"> Organization's standards of performance and sequence of services KA2. Range of services and products offered by the organization KA3. Health and safety requirements in the organization Types of products, materials and equipment required for the treatment Process and products to sterilize and disinfect equipment/ tools Manufacturer's instructions related to equipment and product use and cleaning 	<p>The individual is expected to have the factual knowledge of basic ailments, contraindications, contra actions, therapy plans, spa therapy techniques (range of body massages, wraps etc.), products and equipment, procedure for product selection, application of products based on skin types, applicable legislation relating to the workplace</p> <p>The job holder is expected to independently exhibit factual knowledge of the field of knowledge or study such as basic ailments, contraindications, contra actions, therapy plans, spa therapy techniques (range of body massages, wraps etc.), range of products, procedure for product selection, different skin types and application of products based on skin types, the importance of using products economically and applicable legislations relating</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • Knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection • Knowledge of basic ailments, contraindications, contra actions, treatment plans • Knowledge of spa therapy techniques (range of exfoliants, soaks, wraps packs and body massages) • Operational knowledge of tools and equipment involved in spa therapy • Range of rejuvenation products, procedure for product selection, different skin types and application of products based on skin types 	<p>to the workplace</p> <p>Since all the above-mentioned areas are related to factual knowledge of field of Spa therapy, the role qualifies for Level 4.</p> <p>The job holder is expected to know more than basic facts and principles, such as he/she is expected to be familiar with the manufacturer's instructions to apply the products and use the equipment's. S/he is further expected to understand the applicable safety measures and hygiene standards and exercise the same diligently while conducting any of the therapies like range of body massages, wraps etc. Since this role requires factual knowledge in the field of Spa therapy, it cannot be pegged at level 3.</p> <p>Further, since the job holder is not expected to be aware of concepts in the field like roster norms and guidelines or how and when to measure performance of the subordinates, hence it can't be pegged at level 5</p>	

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • The importance of using products economically • Salon's standards of grooming and personal behaviour • Salon's standards related to courtesy, behaviour and efficiency • Ill-effects of intoxicants and potential actions at workplace • Items of uniform & accessories and correct method of wearing/ carrying them • Reporting/ recording formats and protocol for documentation • Kinds of work issues that may arise and reporting structure • Code of practices and guidelines relating to communication with people • Salon's requirements for recording and retaining information 		

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Professional skill	<p>Demonstrate practical skill, routine and repetitive</p> <ul style="list-style-type: none"> • Set up of equipment and prepare the products for treatments in adherence to the organization procedures and product/ equipment guidelines • Store records, materials and equipment securely in line with the organization’s policies • Record customers’ discussions in the call logs • Record the therapy accurately and store information securely in line with the organization’s policies • Maintain accurate records of client, treatments, operating and closing checklists, product stock status • Document and store client and treatment records in a secure environment • Select suitable equipment and products 	<p>The job holder is expected to plan and organize the regular therapies/procedures/sessions to be conducted for the guests as well as keep a record of guests’ bookings and schedule of services. Further, the job holder must be Courteous committed to service excellence, maintaining hygiene and using a customer centric approach and able to take the day-to-day decisions and troubleshoot common problems at work. The job holder should also be able to critically analyse the information gathered about guest/ product/ service/ others and discuss to arrive at a conclusion.</p> <p>The job holder is expected to recall and demonstrate practical skills, which are routine and repetitive in a narrow range of application such as Planning and basic decision-making using customer database/ data sheets including customer’s basic information, therapy history and contra indications (if any). The incumbent further uses internal MIS/ record database to ensure error free scheduling and record maintenance of the customers. Further, the incumbent uses defined rules in Spa therapy</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>required for the treatment</p> <ul style="list-style-type: none"> • Knowledge of basic contraindications, contra actions, treatment plans • Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment • Prepare the client and provide suitable protective apparel • Clarify the client's understanding and expectation prior to commencement of procedure • Position self and client throughout procedure to ensure privacy, comfort and wellbeing • Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client • Check the client's wellbeing throughout the 	<p>related SOP manual and tools as per organization's guidelines to conduct various types of therapy's/ procedures/sessions and handle customer concerns/ preferences like particular types of body massages, wraps etc. effectively.</p> <p>Since all the above-mentioned professional skill are related to demonstrating practical skills, which are routine and repetitive in a narrow range and using appropriate rule and tool, the role qualifies for Level 4.</p> <p>The Job holder expected to possess professional skills more than just demonstrating practical skills, which are routine and repetitive in a narrow range but also using appropriate rule & tool such as performing and adapting the therapy using oils /creams, equipment's and techniques correctly and safely to meet the needs of the guest. S/he is also expected to use quality concepts such as clarifying the guest's understanding and expectation related to the Spa therapy by doing proper probing & para phrasing. Hence, the job holder can't be placed at Level 3.</p>	

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Title/Name of qualification/component: Spa Therapist			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>service and giving the necessary reassurance</p> <ul style="list-style-type: none"> • Ensure the client and you have understood the treatment objective and plan. 	<p>Further since the job holder doesn't require to use cognitive skills to accomplish tasks and solve problems at the workplace that's why s/he can't be placed at level 5</p>	
Core skill	<p>Communication- written or oral</p> <ul style="list-style-type: none"> • Discuss task lists, schedules, and work-loads with co-workers • Question customers appropriately in order to understand the nature of the problem and make a diagnosis • Manner and tone, professional, supportive, respectful, sensitive to client • Speak clearly and precisely in a courteous manner and develop a professional relationship with the client • Understand the directives passed down by supervisors • Ability to listen and understand the local 	<p>The individual is expected to exhibit effective communication skills including effective guest relationship establishment and maintenance, perform respective record maintaining work using basic arithmetic/ algebraic principles and possess basic understanding of environment to cater to the different requirements of varied types of guests.</p> <p>The job holder is expected to exhibit effective oral communication skills (including awareness of vernacular language) so as to have pleasant and engaging conversations with the guests while introducing them to the requisite Spa therapy or conducting the therapy on them. The job holder is also expected to display required clarity in oral as well as written communication as well as basic arithmetic/</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>language in dealing with clients and maintain client confidentiality</p> <ul style="list-style-type: none"> • Avoid using jargon, slang or acronyms when communicating with a customer, unless it is required • Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action • Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender • Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines • Communicate role related information to stakeholders in a polite manner and resolve queries, if any 	<p>algebraic awareness to calculate price of services, document call logs/reports/task lists/schedules, knowledge of drafting memos and e-mail providing work updates and enquiring relevant information's without language errors.</p> <p>The incumbent must understand the social, political and natural environment so as to keep oneself abreast about new and evolving trends in Spa therapy and services and maintain a customer centric approach.</p> <p>Since all the above-mentioned core skills are related to exhibiting effective oral & written communication skills along with understanding of the social, political and natural environment such as clarifying the guest's understanding and expectation prior to commencement of therapy the role qualifies for Level 4.</p> <p>The Job holder expected to possess core skills more than just demonstrating minimum clarity in oral & written communication such as consulting the guest by questioning to identify contra-indications to skin and hair, suitable look, and providing recommendations for therapy's that are suitable to the guest and provide him the desired service. Hence, the job holder can't be</p>	

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • Use communication equipment (phone, email, etc.) as mandated by your organization • Ability to speak, read and write in the local vernacular language and English • Reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures • Appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender • Kinds of communication equipment (email, phone, etc.) available and their effective use • Write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors 	<p>placed at Level 3.</p> <p>Further since the job holder doesn't require to use mathematical skill or skill of collecting & organizing information such reaching out to guests to capture feedback of therapy's experienced by them, calculating the feedback score on services, suggested level of service quality etc., that's why s/he can't be placed at level 5</p>	

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>regarding grammar or sentence construct</p> <p>Skill to basic arithmetic and algebraic principles</p> <ul style="list-style-type: none"> • Store records, materials and equipment securely in line with the organization’s policies • Document call logs, reports, task lists, and schedules with co-workers • Prepare status and progress reports • Use the existing data points for improving the call resolution time • Use the existing data points to generate required reports for business <p>Basic understanding of social political and natural environment</p> <ul style="list-style-type: none"> • Maintain good health and personal hygiene • Comply with organisation's standards of grooming and personal behaviour 		

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • Meet the organisation's standards of courtesy, behaviour and efficiency • Stay free from intoxicants while on duty • Wear and carry organisation’s uniform and accessories correctly and smartly • Participate in workplace activities as a part of the larger team • Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender • Assist and guide clients to services or products based on their needs • Maintain confidentiality of information, as required, in the role • Appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender 		

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • Read about new products and services with reference to the organization and also from external forums such as websites and blogs • Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets • Keep customers informed about progress • Avoid using jargon, slang or acronyms when communicating with a customer, unless it is required • Question customers appropriately in order to understand the nature of the problem and make a diagnosis • Manage relationships with customers who may be stressed, frustrated, confused, or angry • Build customer relationships and use customer centric approach 		

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Responsibility	<p>Responsibility for own work and learning</p> <ul style="list-style-type: none"> • Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action • Participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements • Plan and organize service feedback files/documents • Plan and manage work routine based on salon procedure • Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule • Maintain accurate records of clients, 	<p>The individual is responsible to provide a range of Spa therapy services agreed with the clients in accordance with the approved organization’s brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of Spa therapies to explain the treatment, the process, expected sensations, skin reaction and outcomes.</p> <p>The job holder is expected to take responsibility for own work & learning as s/he provides a range of Spa services agreed with the clients in accordance with the approved organization’s brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of therapies to explain the treatment, the process, expected sensations, skin reaction and outcomes.</p> <p>Given that the job holder conducts the therapies independently, s/he can be placed at level 4</p> <p>And since s/he is neither expected to be responsible of other work by managing & leading a team of subordinates, hence s/he can’t be placed at level 5</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>treatments and product stock levels</p> <ul style="list-style-type: none"> • Accept feedback in a positive manner and develop on the shortcomings • Read about new products and services with reference to the organization and also from external forums such as websites and blogs • Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets • Reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures • Participate in workplace activities as a part of the larger team • Selling/ influencing techniques to provide additional services/products to clients 	<p>As its evident from the above examples that the incumbent is fully responsible for therapies s/he is performing rather than being responsible in defined limit therefore s/he can't even be placed at Level 3</p>	

SECTION 3

EVIDENCE OF NEED

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

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

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			of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ ministry stating that a tracking mechanism would be institutionalized and placement records shall be provided annually or later, depending on length of qualification.
	<p>Estimated uptake</p> <p>The market size of rejuvenation sector is INR 3717 crores and is expected to grow at the rate of 20 percent in the coming years</p>	<p>The employment in rejuvenation is expected to have the largest growth at 30 CAGR with 34 per cent in organized and 27 per cent in unorganized sector.</p>	<p>The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification</p>
27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</p> <p>N/A</p>		
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>Under NCVET, there is no other similar STT course.</p>		
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p>		

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

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

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

SECTION 4

EVIDENCE OF PROGRESSION

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

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

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

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

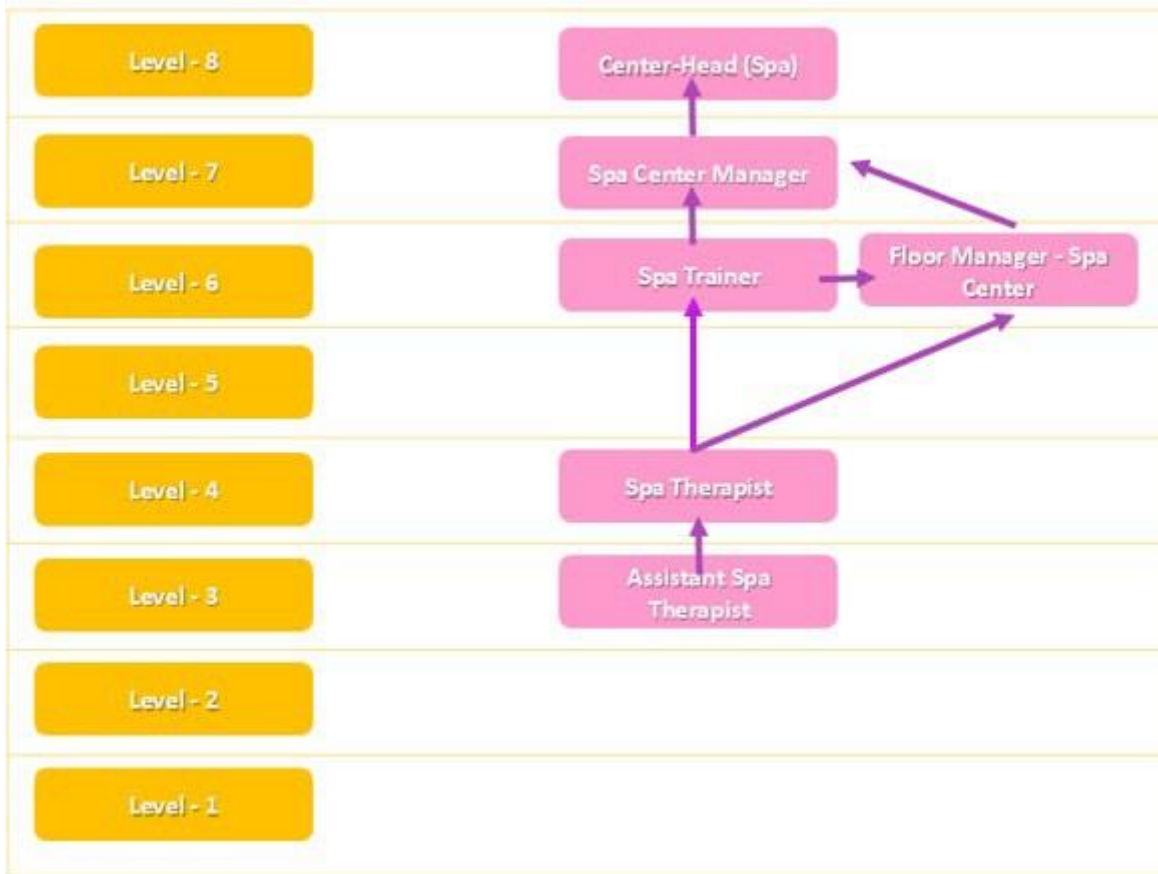
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Spa Therapist - Annexure 1
2. QP BWS/Q1002- Annexure 2

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Annexure 1: Career Map



Annexure 2: QP BWS/Q1002

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