

## Qualification Pack



# Assistant Beauty Therapist

Options: Carry out application of simple mehndi designs

QP Code: BWS/Q0101

Version: 3.0

NSQF Level: 3

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba  
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### BWS/Q0101: Assistant Beauty Therapist

#### Brief Job Description

An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services, mehendi application and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon.

#### Personal Attributes

An Assistant Beauty Therapist should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [BWS/N9002: Maintain health and safety of workplace](#)
2. [BWS/N9003: Create a positive impression at the workplace](#)
3. [BWS/N9001: Prepare and maintain work area](#)
4. [BWS/N0126: Provide simple hair dressing services to produce common hair dos](#)
5. [BWS/N0125: Perform simple makeup services](#)
6. [BWS/N0102: Carry out basic hair removal services](#)
7. [BWS/N0101: Provide basic skin care services](#)
8. [BWS/N0401: Provide manicure and pedicure services](#)

##### Options(Not mandatory):

Option : Carry out application of simple mehndi designs

This OS unit is application of mehndi design as a temporary form of skin decoration. This is an artistic body art procedure.

1. [BWS/N0127: Carry out application of simple mehndi designs](#)

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### Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Haircare Services, Make-up Services, Nailcare Services
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0101
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	16 Years
<b>Last Reviewed On</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Approval Date</b>	31/08/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2021/BW/BWSSC/04447
<b>NQR Version</b>	1

## Qualification Pack

### BWS/N9002: Maintain health and safety of workplace

#### Description

This unit describes maintaining a safe and hygienic environment at the work area.

#### Scope

The scope covers the following :

- This unit/ task covers the following:
- 1. Maintain health and safety at the workplace

#### Elements and Performance Criteria

##### *Maintain health and safety at the workplace*

To be competent, the user/individual on the job must be able to:

- 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
- 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.
- PC3.** set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements
- PC4.** clean and sterilize all tools and equipment before and after use
- PC5.** maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection
- PC6.** dispose waste materials in accordance to the industry accepted standards
- PC7.** maintain first aid kit and keep oneself updated on the first aid procedures
- PC8.** identify and document potential risks and hazards in the workplace
- PC9.** accurately maintain accident reports
- PC10.** report health and safety risks/ hazards to concerned personnel
- PC11.** use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations policies and procedures to address risks and hazards
- KU2.** health and safety requirements in the organization
- KU3.** contra-indications related to various treatment
- KU4.** process and products to sterilize and disinfect equipment/ tools

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- KU5.** manufacturers instructions related to equipment and product use and cleaning
- KU6.** 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)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS2.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS3.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS4.** maintain accurate records of client, treatments, operating and closing checklists, product stock status
- GS5.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** give clear instructions to customers/ clients
- GS9.** keep customers/ clients informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS11.** manner and tone, professional, supportive, respectful, sensitive to client
- GS12.** speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- GS13.** understand the directives passed down by supervisors
- GS14.** ability to listen and understand the local language in dealing with clients and maintain client confidentiality
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** plan and organize service feedback files/documents
- GS17.** plan and manage work routine based on salon procedure
- GS18.** understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- GS19.** maintain accurate records of clients, treatments and product stock levels
- GS20.** accept feedback in a positive manner and develop on the shortcomings
- GS21.** committed to service excellence, courteous, pleasant personality
- GS22.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS23.** build customer relationships and use customer centric approach



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- GS24.** clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- GS25.** maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- GS26.** sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- GS27.** manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- GS28.** handle, use and store products, tools and equipment safely to meet with the manufacturers instructions
- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS30.** deal with clients lacking the technical background to solve the problem on their own
- GS31.** identify immediate or temporary solutions to resolve delays
- GS32.** use the existing data to arrive at specific data points
- GS33.** use the existing data points to generate required reports for business
- GS34.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS35.** participate in self-developmental training activities to enhance ones knowledge of salon performance standards and applicable health and

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety at the workplace</i>	<b>33</b>	<b>67</b>	-	-
<b>PC1.</b> 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	-	-
<b>PC2.</b> 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	-	-
<b>PC3.</b> set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	6	-	-
<b>PC4.</b> clean and sterilize all tools and equipment before and after use	3	6	-	-
<b>PC5.</b> maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	6	-	-
<b>PC6.</b> dispose waste materials in accordance to the industry accepted standards	3	6	-	-
<b>PC7.</b> maintain first aid kit and keep oneself updated on the first aid procedures	3	6	-	-
<b>PC8.</b> identify and document potential risks and hazards in the workplace	3	6	-	-
<b>PC9.</b> accurately maintain accident reports	3	6	-	-
<b>PC10.</b> report health and safety risks/ hazards to concerned personnel	3	6	-	-
<b>PC11.</b> use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	6	-	-
<b>NOS Total</b>	<b>33</b>	<b>67</b>	-	-



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9002
<b>NOS Name</b>	Maintain health and safety of workplace
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N9003: Create a positive impression at the workplace

#### Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organizations standards and communicate/record information in order to create a positive impression at the workplace

#### Scope

The scope covers the following :

- The unit/ task covers the following:
  1. Appearance and behavior
  2. Task execution as per organisation's standards
  3. Communication and information record

#### Elements and Performance Criteria

##### *Appearance and Behavior*

To be competent, the user/individual on the job must be able to:

- PC1.** ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.
- 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.
- PC3.** stay free from intoxicants while on duty
- PC4.** wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach

##### *Task execution as per organization's standards*

To be competent, the user/individual on the job must be able to:

- PC5.** take appropriate and approved actions in line with instructions and guidelines
- PC6.** participate in workplace activities as a part of the larger team
- PC7.** report to supervisor immediately in case there are any work issues
- PC8.** use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender
- 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.

##### *Communication and Information record*

To be competent, the user/individual on the job must be able to:

- PC10.** communicate procedure related information to guests based on the sectors code of practices and organisations procedures/ guidelines

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- PC11.** communicate role related information to stakeholders in a polite manner and resolve queries, if any
- PC12.** assist and guide guests to services or products based on their needs
- PC13.** report and record instances of aggressive/ unruly behavior and seek assistance
- PC14.** use communication equipment (phone, email etc.) as mandated by the organization
- 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
- PC16.** maintain confidentiality of information, as required, in the role
- PC17.** communicate the internalization of gender & its concepts at work place
- PC18.** conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of personal health and hygiene
- KU2.** salon's standards of grooming and personal behavior
- KU3.** salon's standards related to courtesy, behavior and efficiency
- KU4.** ill-effects of intoxicants and potential actions at workplace
- KU5.** items of uniform & accessories and correct method of wearing/ carrying them
- KU6.** reporting/ recording formats and protocol for documentation
- KU7.** kinds of work issues that may arise and reporting structure
- KU8.** code of practices and guidelines relating to communication with people
- KU9.** salon's requirements for recording and retaining information
- KU10.** ability to speak, read and write in the local vernacular language and English
- KU11.** appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender
- KU12.** different formats on which information is to be recorded
- KU13.** importance to maintain security and confidentiality of information
- KU14.** kinds of communication equipment (email, phone etc) available and their effective use
- KU15.** selling/ influencing techniques to provide additional services/products to clients

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS2.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS3.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures

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- GS4.** maintain accurate records of client, treatments, operating and closing checklists, product stock status
- GS5.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** give clear instructions to customers/ clients
- GS9.** keep customers/ clients informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS11.** manner and tone, professional, supportive, respectful, sensitive to client
- GS12.** speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- GS13.** understand the directives passed down by supervisors
- GS14.** ability to listen and understand the local language in dealing with clients and maintain client confidentiality
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** plan and organize service feedback files/documents
- GS17.** plan and manage work routine based on salon procedure
- GS18.** understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- GS19.** maintain accurate records of clients, treatments and product stock levels
- GS20.** accept feedback in a positive manner and develop on the shortcomings
- GS21.** committed to service excellence, courteous, pleasant personality
- GS22.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS23.** build customer relationships and use customer centric approach
- GS24.** clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- GS25.** maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- GS26.** sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- GS27.** manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- GS28.** handle, use and store products, tools and equipment safely to meet with the manufacturers instructions
- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS30.** deal with clients lacking the technical background to solve the problem on their own
- GS31.** identify immediate or temporary solutions to resolve delays
- GS32.** use the existing data to arrive at specific data points
- GS33.** use the existing data points to generate required reports for business



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- GS34.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS35.** participate in self-developmental training activities to enhance ones knowledge of salon performance standards and applicable health and

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Appearance and Behavior</i>	<b>8</b>	<b>14</b>	-	-
<b>PC1.</b> ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	4	-	-
<b>PC2.</b> 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	-	-
<b>PC3.</b> stay free from intoxicants while on duty	2	2	-	-
<b>PC4.</b> 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>	<b>10</b>	<b>18</b>	-	-
<b>PC5.</b> take appropriate and approved actions in line with instructions and guidelines	2	3	-	-
<b>PC6.</b> participate in workplace activities as a part of the larger team	2	4	-	-
<b>PC7.</b> report to supervisor immediately in case there are any work issues	2	3	-	-
<b>PC8.</b> use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	4	-	-
<b>PC9.</b> improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.	2	4	-	-
<i>Communication and Information record</i>	<b>18</b>	<b>32</b>	-	-



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

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9003
<b>NOS Name</b>	Create a positive impression at the workplace
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N9001: Prepare and maintain work area

#### Description

Prepare the equipment's/ tools/ products/machinery (if required any) and work area ahead of service/ session delivery to ensure the efficiently and effectiveness of conducting treatments/ sessions considering the standards of operation of the organization/ salon/ beauty clinic.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Prepare and maintain work area

#### Elements and Performance Criteria

##### *Prepare and maintain work area*

To be competent, the user/individual on the job must be able to:

- 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.
- PC2.** identify and select suitable equipment and products required for the respective services/ session
- PC3.** set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines
- PC4.** place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery
- PC5.** prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions
- PC6.** sterilize, disinfect the area as per organizational standards using recommended solutions and conditions
- PC7.** dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.
- PC8.** identify ways to optimize usage of material including water in various tasks/activities/processes
- PC9.** check for spills/leakages occurred while providing services
- PC10.** identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin
- PC11.** store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.
- PC12.** ensure electrical equipment and appliances are switched off when not in use

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- PC13.** store records, materials and equipment securely in line with the policies
- 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
- PC15.** set up and promote digital modes of payment to lessen any kind of cross infection

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services/ session
- KU2.** range of services/ sessions and products offered by the organization
- KU3.** health and safety requirements in the organization/ salon
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** types of products, materials and equipment required for the respective services/ sessions
- KU6.** process and products to sterilize and disinfect equipment/tools
- KU7.** manufacturers instructions related to equipment and product use and cleaning
- KU8.** customer service principles including privacy and protection to modesty of the customers
- KU9.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU10.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU11.** applicable legislation relating to the workplace Legislation for the workplace: eg. 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

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately

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- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients

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- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> 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	-	-
<b>PC2.</b> identify and select suitable equipment and products required for the respective services/ session	2	5	-	-
<b>PC3.</b> set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines	2	5	-	-
<b>PC4.</b> place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery	2	5	-	-
<b>PC5.</b> prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	2	5	-	-
<b>PC6.</b> sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	2	6	-	-
<b>PC7.</b> dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.	2	5	-	-
<b>PC8.</b> identify ways to optimize usage of material including water in various tasks/activities/processes	2	5	-	-
<b>PC9.</b> check for spills/leakages occurred while providing services	2	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	4	-	-
<b>PC11.</b> store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	2	4	-	-
<b>PC12.</b> ensure electrical equipment and appliances are switched off when not in use	2	4	-	-
<b>PC13.</b> store records, materials and equipment securely in line with the policies	2	4	-	-
<b>PC14.</b> 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	-	-
<b>PC15.</b> set up and promote digital modes of payment to lessen any kind of cross infection	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9001
<b>NOS Name</b>	Prepare and maintain work area
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### **BWS/N0126: Provide simple hair dressing services to produce common hair dos**

#### **Description**

Perform styling and dressing by using a range of products, tools and equipment to create a variety of looks.

#### **Scope**

The scope covers the following :

- This unit/task covers the following:
- 1. Provide simple hair dressing services to produce common hair dos

#### **Elements and Performance Criteria**

##### *Provide simple hair dressing services to produce common hair dos*

To be competent, the user/individual on the job must be able to:

1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors  
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.
2. ensure a guardian/parent is present for minors under age 14
3. position self and client to ensure privacy, comfort and safety, throughout the service
4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
5. perform back combing /back brushing technique as required
6. control and secure hair effectively into place, during dressing
7. • dress the hair to the satisfaction of the client producing simple hair dos  
• Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc.
8. • apply common hair accessories correctly  
• Accessories: eg. pins, false hair, parandas, clips, flowers, etc.
9. apply finishing product following manufacturers instructions to maintain the style
10. ensure the work area is kept clean and tidy during the service
11. promptly refer problems that cannot be solved to the relevant superior for action
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
13. record details of the procedure accurately as per organisational policy and procedures
14. store information securely in line with the salons policies
15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
16. dispose waste materials as per organisational standards in a safe and hygienic manner
17. ask questions to check with the client their satisfaction with the finished result

## Qualification Pack

- 18.** 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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization B.TechnicalKnowledge
- KU4.**
- environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions and causes
- KU6.** contra indications for hair processes and relevant necessary action
- KU7.**
- hair structure and hair shaft
  - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
  - Shaft: Medulla, cortex, cuticle
- KU8.** planning the style according to the occasion
- KU9.**
- factors that influence services
  - Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU10.**
- various hair accessories
  - Accessories: Pins, clips, false hair, parandas, nets, veils, fresh flowers(gajra), etc.
- KU11.**
- various styles of dressing hair
  - Styles: Plait, twists, braids, knots, chignon, pleat, rolls, ringlets, smooth blow dry, curly blow dry, tonging, , straightening, , wet/dry setting, added hair
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** range and application of finishing products
- KU14.** physical effects of styling on hair structure
- KU15.** procedure to be followed while attending to minors
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU18.** importance of keeping accurate records of services, clients and product usage (inventory)

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly

## Qualification Pack

- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions



## Qualification Pack

- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences



## Qualification Pack

**GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide simple hair dressing services to produce common hair dos</i>	<b>25</b>	<b>75</b>	-	-
<b>1.</b> • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors • Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.	1.5	4.5	-	-
<b>2.</b> ensure a guardian/parent is present for minors under age 14	0.5	3.5	-	-
<b>3.</b> position self and client to ensure privacy, comfort and safety, throughout the service	1	5	-	-
<b>4.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
<b>5.</b> perform back combing /back brushing technique as required	2	5	-	-
<b>6.</b> control and secure hair effectively into place, during dressing	1	4	-	-
<b>7.</b> • dress the hair to the satisfaction of the client producing simple hair dos • Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc.	1.5	4.5	-	-
<b>8.</b> • apply common hair accessories correctly • Accessories: eg. pins, false hair, parandas, clips, flowers, etc.	1.5	4.5	-	-
<b>9.</b> apply finishing product following manufacturers instructions to maintain the style	2	5	-	-
<b>10.</b> ensure the work area is kept clean and tidy during the service	-	4	-	-
<b>11.</b> promptly refer problems that cannot be solved to the relevant superior for action	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	4	-	-
13. record details of the procedure accurately as per organisational policy and procedures	3	3	-	-
14. store information securely in line with the salons policies	1.5	3.5	-	-
15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	2	4	-	-
16. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	3.5	-	-
17. ask questions to check with the client their satisfaction with the finished result	2	3	-	-
18. 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	4	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0126
<b>NOS Name</b>	Provide simple hair dressing services to produce common hair dos
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Haircare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N0125: Perform simple makeup services

#### Description

Provide make-up for a simple routine occasions. This unit covers the application of vast range of make-up products to suit skin tones and age groups.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Prepare for make-up services
  2. Apply simple make-up procedures for routine purposes

#### Elements and Performance Criteria

##### *Prepare for make-up services*

To be competent, the user/individual on the job must be able to:

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. sanitize the hands prior to procedure commencement as per organisational approved process
3.
  - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
  - Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
6. adjust the clients position to meet the needs of the service without causing them discomfort
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
  - identify basic skin types and skin tone correctly
  - Skin types: Oily, dry, normal and combination
  - Skin tone: Fair, dark, pink, yellow, pale
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences
10. select and prepare suitable skin care and make up products to meet the clients needs and work plan
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes

##### *Apply simple make-up procedures for routine purposes*

To be competent, the user/individual on the job must be able to:

12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes



## Qualification Pack

13. • select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards  
• Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
17. dispose waste materials as per organisational standards in a safe and hygienic manner
18. record details of the procedure accurately as per organisational policy and approved practice
19. store information securely in line with the salons policies
20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client
21. ask questions to check with the client their satisfaction with the finished result
22. 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

### *Drape costumes on customers*

To be competent, the user/individual on the job must be able to:

23. • handle the costume safely, avoiding any additional wrinkles or crumpling  
• Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc.
24. identify and highlight any damage to the costume to the customer on receiving the costume
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization

## Generic Skills (GS)

User/individual on the job needs to know how to:

## Qualification Pack

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations

## Qualification Pack

- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required



## Qualification Pack

- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for make-up services</i>	<b>10</b>	<b>32</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	-
2. sanitize the hands prior to procedure commencement as per organisational approved process	1	2	-	-
3. <ul style="list-style-type: none"> <li>prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</li> <li>Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc</li> </ul>	1	4	-	-
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1	3	-	-
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	0.5	3.5	-	-
6. adjust the clients position to meet the needs of the service without causing them discomfort	1	3	-	-
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	1.5	3.5	-	-
8. <ul style="list-style-type: none"> <li>identify basic skin types and skin tone correctly</li> <li>Skin types: Oily, dry, normal and combination</li> <li>Skin tone: Fair, dark, pink, yellow, pale</li> </ul>	0.5	2.5	-	-
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences	1	3	-	-
10. select and prepare suitable skin care and make up products to meet the clients needs and work plan	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes	0.5	2.5	-	-
<i>Apply simple make-up procedures for routine purposes</i>	<b>9</b>	<b>27</b>	-	-
12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes	1	2	-	-
13. • select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards • Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.	1	3	-	-
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required	1	2	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2.5	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	0.5	2.5	-	-
17. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
18. record details of the procedure accurately as per organisational policy and approved practice	1.5	1.5	-	-
19. store information securely in line with the salons policies	0.5	2.5	-	-
20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. ask questions to check with the client their satisfaction with the finished result	0.5	2.5	-	-
22. 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 Drape costumes on customers	1	3	-	-
<i>Drape costumes on customers</i>	<b>3</b>	<b>19</b>	-	-
23. • handle the costume safely, avoiding any additional wrinkles or crumpling • Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc.	0.5	2.5	-	-
24. identify and highlight any damage to the costume to the customer on receiving the costume	-	3	-	-
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures	0.5	2.5	-	-
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty	0.5	3.5	-	-
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions	0.5	2.5	-	-
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume	0.5	2.5	-	-
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness	0.5	2.5	-	-
<b>NOS Total</b>	<b>22</b>	<b>78</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0125
<b>NOS Name</b>	Perform simple makeup services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Make-up Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N0102: Carry out basic hair removal services

#### Description

This unit provides performance criteria, knowledge & understanding and skills & abilities required to carry out waxing and threading services.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Depilation services:
    - a. Performing waxing services
    - b. Performing threading services

#### Elements and Performance Criteria

##### *Perform waxing services*

To be competent, the user/individual on the job must be able to:

- PC1.** comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co-workers, self and organisation
- PC2.** identify any contra indications and take respective necessary action
- PC3.**
  - carry out hair removal processes using the appropriate tools and materials and as per process laid down by the organization
  - Tools: Wax strips, applicator, wax warmer, etc.
  - Materials: Hot wax, cold wax, cooling gel, etc
- PC4.** ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
- PC5.** prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
- PC6.** select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements
- PC7.** conduct a test patch and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service
- PC8.**
  - apply and remove the hair removal products on client skin correctly based on manufacturer's instructions
  - Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.
- PC9.**
  - maintain the client's modesty and privacy at all times by taking suitable precautions and actions
  - Precautions and actions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.
- PC10.** follow work techniques that minimize discomfort to the client
- PC11.** stop the waxing procedure and providing relevant advice if contra-actions occur Perform threading services

## Qualification Pack

### *Perform threading services*

To be competent, the user/individual on the job must be able to:

- PC12.** comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
- PC13.** • carry out the threading process using correct tools and materials and as per standards laid down by the organization
  - Tools: scissors, disposable eye brush, etc.
  - Materials: thread
- PC14.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC15.** • ensure safe and quick hair removal methods are carried out to minimize discomfort to the client
  - Methods: Hand, mouth, neck
- PC16.** ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread
- PC17.** provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service
- PC18.** create a well-balanced, proportioned and defined eyebrow shape as per clients requirements, where required
- PC19.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC20.** discontinue service, and do not provide advice and recommendations where contra-actions occur
- PC21.** ensure the work area is kept clean and tidy during the service
- PC22.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC23.** record details of the services accurately as per organisational policy and approved practice
- PC24.** store information securely in line with the salons policies

### *Carry out postprocedure actions*

To be competent, the user/individual on the job must be able to:

- PC25.** clean the treated area and apply a suitable soothing product correctly, post the threading procedure
- PC26.** ask questions to check with the client their satisfaction with the finished result
- PC27.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage
- PC28.** provide specific after-care advice to the client to minimize irritation, redness and discomfort

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements as applicable to the area of work
  - KU2.** service standards and brand image related details of the salon
  - KU3.** safe, effective and hygiene practices to be followed while working in the organization
- B.Technical Knowledge

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- KU4.**
  - environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
  - structure of the skin and differences in the structure of the skin for different client groups
  - Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU6.** functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** structure of the hair and basic principles of hair growth Structure: Anagen, catagen, telogen
- KU8.** types of equipment and products used for waxing Types of equipment: Wax warmer, wax strips, applicator, etc. Types of products: Hot wax, cold wax, cooling gel, etc.
- KU9.** function and purpose of pre-wax products
- KU10.** ingredients and composition of waxing products Products: Warm wax, sugar paste, strip sugar and hot wax
- KU11.** types of product suitable for soothing skin irritation
- KU12.** various techniques associated with and working temperatures for the different types of hot wax and warm wax
- KU13.** suitability of specific products based on hair types
- KU14.** method of application and removal of waxing products in relation to the direction of hair growth
- KU15.** precautions which need to be taken during the waxing process
- KU16.** conditions which restrict the waxing service
- KU17.** advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures
- KU18.**
  - other methods of hair removal and the effect of these methods on the waxing and threading process
  - Other methods: e.g. sugaring, tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, depilation, intensive pulse light, laser
- KU19.** recommended intervals between waxing services
- KU20.** activities to avoid after waxing services
- KU21.** possible contra-actions that may occur after waxing services
- KU22.** types of tools and materials used for threading tools: e.g. scissors, disposable eye brow brush etc. materials: thread
- KU23.** importance of using a thread designed for threading
- KU24.** types of products suitable for pre and post threading services
- KU25.** importance of having the correct equipment for threading e.g. a couch or chair with suitable back, neck and leg support
- KU26.** different types of threading techniques
- KU27.** advantages and disadvantages of threading
- KU28.** shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape
- KU29.** method to carry out the threading techniques
- KU30.** importance of performing safe, quick and effective threading techniques
- KU31.** adapting the threading techniques to suit male client requirements e.g.

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- KU32.** importance of aftercare procedures and considerations for threading services
- KU33.** customer service principles including privacy and protection to modesty of the customers
- KU34.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU35.** importance of keeping accurate records of services, clients and product usage (inventory)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations

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- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying,
- GS51.** seek guidance to define criteria and assign values of importance and urgency

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- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform waxing services</i>	<b>11</b>	<b>34</b>	-	-
<b>PC1.</b> comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co-workers, self and organisation	1	3	-	-
<b>PC2.</b> identify any contra indications and take respective necessary action	1	2	-	-
<b>PC3.</b> <ul style="list-style-type: none"> <li>carry out hair removal processes using the appropriate tools and materials and as per process laid down by the organization</li> <li>Tools: Wax strips, applicator, wax warmer, etc.</li> <li>Materials: Hot wax, cold wax, cooling gel, etc</li> </ul>	2	3	-	-
<b>PC4.</b> ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1	3	-	-
<b>PC5.</b> prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	1	4	-	-
<b>PC6.</b> select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements	1	4	-	-
<b>PC7.</b> conduct a test patch and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service	1	4	-	-
<b>PC8.</b> <ul style="list-style-type: none"> <li>apply and remove the hair removal products on client skin correctly based on manufacturer's instructions</li> <li>Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.</li> </ul>	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> <ul style="list-style-type: none"> <li>maintain the client's modesty and privacy at all times by taking suitable precautions and actions</li> <li>Precautions and actions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.</li> </ul>	0.5	2.5	-	-
<b>PC10.</b> follow work techniques that minimize discomfort to the client	1	2	-	-
<b>PC11.</b> stop the waxing procedure and providing relevant advice if contra-actions occur Perform threading services	0.5	2.5	-	-
<i>Perform threading services</i>	<b>10.5</b>	<b>30.5</b>	-	-
<b>PC12.</b> comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	0.5	2.5	-	-
<b>PC13.</b> <ul style="list-style-type: none"> <li>carry out the threading process using correct tools and materials and as per standards laid down by the organization</li> <li>Tools: scissors, disposable eye brush, etc.</li> <li>Materials: thread</li> </ul>	1.5	3.5	-	-
<b>PC14.</b> adjust the clients position to meet the needs of the service without causing them discomfort	0.5	2.5	-	-
<b>PC15.</b> <ul style="list-style-type: none"> <li>ensure safe and quick hair removal methods are carried out to minimize discomfort to the client</li> <li>Methods: Hand, mouth, neck</li> </ul>	0.5	1.5	-	-
<b>PC16.</b> ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread	0.5	2.5	-	-
<b>PC17.</b> provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service	2	2	-	-
<b>PC18.</b> create a well-balanced, proportioned and defined eyebrow shape as per clients requirements, where required	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC19.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2.5	-	-
<b>PC20.</b> discontinue service, and do not provide advice and recommendations where contra-actions occur	0.5	2.5	-	-
<b>PC21.</b> ensure the work area is kept clean and tidy during the service	0.5	1.5	-	-
<b>PC22.</b> dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
<b>PC23.</b> record details of the services accurately as per organisational policy and approved practice	1.5	2.5	-	-
<b>PC24.</b> store information securely in line with the salons policies	0.5	1.5	-	-
<i>Carry out postprocedure actions</i>	<b>4.5</b>	<b>9.5</b>	-	-
<b>PC25.</b> clean the treated area and apply a suitable soothing product correctly, post the threading procedure	0.5	2.5	-	-
<b>PC26.</b> ask questions to check with the client their satisfaction with the finished result	1.5	2.5	-	-
<b>PC27.</b> thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage	1.5	2.5	-	-
<b>PC28.</b> provide specific after-care advice to the client to minimize irritation, redness and discomfort	1	2	-	-
<b>NOS Total</b>	<b>26</b>	<b>74</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0102
<b>NOS Name</b>	Carry out basic hair removal services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Haircare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N0101: Provide basic skin care services

#### Description

This unit covers requirements for providing basic skin care services such as facials, cleansing, toning, moisturizing, exfoliations, skin warming and blackhead extraction carried out in a beauty salon.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Provide basic skin care services
    - a. cleansing
    - b. exfoliation
    - c. Toning
    - d. Moisturing
    - e. Masks
    - f. Skin warming
    - g. Blackhead/ comedone extraction

#### Elements and Performance Criteria

##### *Provide basic skin care services*

To be competent, the user/individual on the job must be able to:

1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
2.
  - carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc.
  - Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc.
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any
4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.
5. use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides
6. use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks
7. use a steamer following manufacturers instructions in a safe manner
8. position the steam at a safe and effective distance away from the face of the client
9. carry out any necessary extraction, when required as per standard procedure
10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently

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11. remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer
12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures
13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience
14. ensure the work area is kept clean and tidy during the service
15. dispose waste materials as per organisational standards in a safe and hygienic manner
16. record details of the procedure accurately as per organisational policy and approved practice
17. store information securely in line with the salons policies
18. ask questions to check with the client their satisfaction with the finished result
19. 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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon
- KU2.** safe, effective and hygiene practices to be followed while providing facial services
- KU3.**
  - anatomical structure of the skin
  - Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU4.**
  - functions of the skin
  - Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU5.** characteristics of the skin and skin types of different ethnic groups
- KU6.** actions of the facial, neck and shoulder muscles
- KU7.** bones of the head, neck and shoulder girdle
- KU8.** position of the head, face, neck, chest and shoulder girdle bones
- KU9.** position of the face, neck and shoulder muscles
- KU10.** effect of the natural ageing process on the skin, facial muscles and muscle tone
- KU11.** methods to adapt facial and bleach techniques for clients
- KU12.** methods to recognize the skin types and skin conditions
- KU13.** effect of environmental and lifestyle factors on the skin
- KU14.**
  - methods to treat the skin types and various skin conditions
  - Skin conditions: psoriasis, eczema, acne, etc.
  - Treatments: anti- acne, anti-pigmentation (HP), oxygenating, anti-ageing, enzymes, etc.
- KU15.**
  - suitable course of services and procedures for various skin types and conditions and recommended frequency of service
  - Frequency: Daily, weekly, monthly, etc.
- KU16.** range and uses of products available for facial and bleach services

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- KU17.** different types of specialist skin products and methods to apply
- KU18.** • reasons for various beauty services and related benefits  
• Services: Cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products
- KU19.** need for skin warming, different types of skin warming devices and its effect on the skin
- KU20.** process of safe manual black head extraction using a comedo extractor
- KU21.** • different types of masks and their effects on the skin  
• Masks: Cream, warm oil, clay, peel-off, thermal, etc.
- KU22.** links between mask application timing and skin condition
- KU23.** methods to identify erythema and its causes
- KU24.** contra-indications and respective necessary action
- KU25.** possible contra-actions which may occur during the facial and bleach services and how to deal with them
- KU26.** importance of a basic home care routine for skin protection
- KU27.** beauty products for skin that can be used at home use that will benefit the client
- KU28.** recommended time intervals or frequency for facial and bleach services
- KU29.** customer service principles including privacy and protection to modesty of the customers
- KU30.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU31.** importance of keeping accurate records of services, clients and product usage (inventory)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status Oral Communication (Listening and Speaking skills)
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English



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- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on judgement
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction

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- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** identify situations and possible underlying intent where information provided by others may be unreliable
- GS58.** explain the concept of assumptions and how they impact decisions, actions and consequences

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide basic skin care services</i>	<b>28</b>	<b>72</b>	-	-
1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	4	-	-
2. • carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc. • Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc.	2	4	-	-
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any	1	4	-	-
4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.	1	4	-	-
5. use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides	2	5	-	-
6. use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks	2	4	-	-
7. use a steamer following manufacturers instructions in a safe manner	1	4	-	-
8. position the steam at a safe and effective distance away from the face of the client	1	4	-	-
9. carry out any necessary extraction, when required as per standard procedure	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently	2	5	-	-
11. remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer	2	5	-	-
12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures	1	4	-	-
13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience	2	4	-	-
14. ensure the work area is kept clean and tidy during the service	-	2	-	-
15. dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	-
16. record details of the procedure accurately as per organisational policy and approved practice	2	3	-	-
17. store information securely in line with the salons policies	2	3	-	-
18. ask questions to check with the client their satisfaction with the finished result	1	3	-	-
19. 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	2	3	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0101
<b>NOS Name</b>	Provide basic skin care services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N0401: Provide manicure and pedicure services

#### Description

Clean and remove dead skin and callous from hands and feet and improve the appearance of nails.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Preparing self and client
  2. Carrying out manicure and pedicure services
  3. Post service procedures

#### Elements and Performance Criteria

##### *Preparing self and client*

To be competent, the user/individual on the job must be able to:

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. sanitize the hands prior to procedure commencement as per organisational approved process
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure
6. adjust the clients position to meet the needs of the service without causing them discomfort
7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client

##### *Carrying out manicure and pedicure services*

To be competent, the user/individual on the job must be able to:

8. remove any existing nail polish using approved products and procedures before proceeding further
9. enquire to establish the desired length and shape of nails (hands or toes) with the client
10. file the nails ensuring the nails free edge is left smooth and shaped to required length according to the clients preference
11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free
12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the clients skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)

## Qualification Pack

14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the clients needs
15. remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client
16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials
17. check that the nail plate is dehydrated and the underside is clean and free of debris
18. apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish
19. check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel

### *Post Service procedures*

To be competent, the user/individual on the job must be able to:

20. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
21. clean the treated area and use a suitable soothing product
22. complete the therapy to the satisfaction of the guest in a commercially acceptable time
23. record the therapy accurately and store information securely in line with the organizations policies
24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
25. ask questions to check with the client their satisfaction with the finished result
26. 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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** anatomical structure, function, characteristics of nail and the process of nail growth  
Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle);Functions protection
- KU6.** anatomical structure and function of the skin  
Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings  
Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** names and position of bones of lower leg and foot



## Qualification Pack

- KU8.** names and position of bones of the wrist, hands fingers and forearm
- KU9.** structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm
- KU10.** position of arteries and veins of lower leg, foot, hand and arm
- KU11.** location of muscles of the lower leg, foot, hand and arms
- KU12.** nail diseases and disorders
- KU13.** nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing service
- KU14.** respective necessary action relevant to contra-indications
- KU15.** products and tools suitable to carry the procedure  
Products: Exfoliant, enamel remover, nail enamels, cuticle cream  
Tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers
- KU16.** pedicure and manicure techniques  
Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing
- KU17.** contra-actions and respective necessary actions
- KU18.** customer service principles including privacy and protection to modesty of the customers
- KU19.** importance of keeping accurate records of services, clients and product usage (inventory)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status skills)
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required

## Qualification Pack

- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on Plan and Organize
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations

## Qualification Pack

- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0401
<b>NOS Name</b>	Provide manicure and pedicure services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022



## Qualification Pack

### BWS/N0127: Carry out application of simple mehendi designs

#### Description

This OS unit is application of mehendi design as a temporary form of skin decoration. This is an artistic body art procedure.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  - A. Depilation services:
    - 1. Prepare for mehendi application
    - 2. Apply simple mehendi designs

#### Elements and Performance Criteria

##### *Prepare for mehendi application*

To be competent, the user/individual on the job must be able to:

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. use mehendi procured from authorised sources only
3. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
4. adjust the clients position to meet the needs of the service without causing them discomfort
5. sanitize the hands prior to service commencement using a hand sanitiser
6. prepare the client and provide suitable protective apparel
7. use suitable consultation techniques to identify design objectives
8. select and use products, tools and equipment to suit design objectives
9. perform pre- preparation of mehndi/henna for the cone
10. perform preparation of the cone and ensure a suitable tip size
11. prepare the mehendi to appropriate consistency and recipe for application technique
12. carry out a skin sensitivity test suitably to test for contra action

##### *Apply simple mehendi design*

To be competent, the user/individual on the job must be able to:

13. apply mehndi design using simple elements and correct procedures on hands, wrists and feet
14. complete the application to the satisfaction of the customer in a commercially acceptable time
15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
16. check the clients comfort and wellbeing throughout the service and adapt
17. discontinue service, and do not provide advice and recommendations where contra-actions occur
18. ensure the work area is kept clean and tidy during the service Carry out post-procedure actions

## Qualification Pack

### Carry out post-procedure actions

To be competent, the user/individual on the job must be able to:

19. dispose waste materials as per organisational standards in a safe and hygienic manner
20. record details of the procedure accurately as per organisational policy and approved practice
21. store information securely in line with the salons policies
22. provide specific after-process advice to the client for colour fastening and contra actions
23. ask questions to check with the client their satisfaction with the finished result
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements as applicable to the area of work
- KU2.** service standards and brand image related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while working in the organization  
B.TechnicalKnowledge
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining theseConditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** products, materials and tools used for mehendi application and their correct use
- KU6.** importance of right consistency of mehendi mixture
- KU7.** contra indications and contra actions for mehendi application
- KU8.** procedure to prepare and store mehendi
- KU9.** method of preparation of the cone
- KU10.** skin sensitivity test, its importance and procedure
- KU11.** simple design elements used in mehendi design
- KU12.** risks of using sub-standard products
- KU13.** various parts of the body commonly used for mehendi application
- KU14.** factors impacting customer comfort and satisfaction while undergoing the process of mehendi application
- KU15.** factors impacting resultant colour of the applied mehendi
- KU16.** importance of aftercare procedures and considerations for mehendi services
- KU17.** customer service principles including privacy and protection to modesty of
- KU18.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU19.** importance of keeping accurate records of services, clients and product usage (inventory)

### Generic Skills (GS)

User/individual on the job needs to know how to:

## Qualification Pack

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status Oral Communication (Listening and Speaking skills)
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be
- GS17.** speak or communicate with reasonable ease in structured situations and short
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on Plan and Organize

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- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients Customer Centricity
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS45.** identify problems that hinder achievement or increase risks
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required



## Qualification Pack

- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for mehendi application</i>	<b>15.5</b>	<b>41.5</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	0.5	2.5	-	-
2. use mehendi procured from authorised sources only	1	3	-	-
3. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1.5	2.5	-	-
4. adjust the clients position to meet the needs of the service without causing them discomfort	1	3	-	-
5. sanitize the hands prior to service commencement using a hand sanitiser	0.5	2.5	-	-
6. prepare the client and provide suitable protective apparel	1.5	4.5	-	-
7. use suitable consultation techniques to identify design objectives	2	3	-	-
8. select and use products, tools and equipment to suit design objectives	0.5	3.5	-	-
9. perform pre- preparation of mehndi/henna for the cone	1	5	-	-
10. perform preparation of the cone and ensure a suitable tip size	2	4	-	-
11. prepare the mehendi to appropriate consistency and recipe for application technique	2	4	-	-
12. carry out a skin sensitivity test suitably to test for contra action	2	4	-	-
<i>Apply simple mehendi design</i>	<b>5</b>	<b>16</b>	-	-
13. apply mehendi design using simple elements and correct procedures on hands, wrists and feet	1.5	3.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. complete the application to the satisfaction of the customer in a commercially acceptable time	1	4	-	-
15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	2	-	-
16. check the clients comfort and wellbeing throughout the service and adapt	0.5	2.5	-	-
17. discontinue service, and do not provide advice and recommendations where contra-actions occur	1	2	-	-
18. ensure the work area is kept clean and tidy during the service Carry out post-procedure actions	-	2	-	-
<i>Carry out post-procedure actions</i>	<b>7.5</b>	<b>14.5</b>	-	-
19. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
20. record details of the procedure accurately as per organisational policy and approved practice	2	2	-	-
21. store information securely in line with the salons policies	1	2	-	-
22. provide specific after-process advice to the client for colour fastening and contra actions	1	3	-	-
23. ask questions to check with the client their satisfaction with the finished result	2	2	-	-
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	3	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0127
<b>NOS Name</b>	Carry out application of simple mehendi designs
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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 center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack , every trainee should score a minimum of 50% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

## Qualification Pack

### Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	10
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	10
BWS/N9001.Prepare and maintain work area	30	70	-	-	100	10
BWS/N0126.Provide simple hair dressing services to produce common hair dos	25	75	-	-	100	15
BWS/N0125.Perform simple makeup services	22	78	-	-	100	15
BWS/N0102.Carry out basic hair removal services	26	74	-	-	100	15
BWS/N0101.Provide basic skin care services	28	72	-	-	100	10
BWS/N0401.Provide manicure and pedicure services	20	80	-	-	100	15
<b>Total</b>	<b>220</b>	<b>580</b>	<b>-</b>	<b>-</b>	<b>800</b>	<b>100</b>

Optional: 1 Carry out application of simple mehndi designs

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0127.Carry out application of simple mehendi designs	28	72	-	-	100	10
<b>Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.