



Assistant Nail Technician

QP Code: BWS/Q0401

Version: 3.0

NSQF Level: 3

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba
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Qualification Pack

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BWS/Q0401: Assistant Nail Technician

Brief Job Description

An Assistant Nail Technician performs various duties such as manicure and pedicure and assists the nail technician in providing advanced nail care services like nail art, nail tips, nail enhancement. The Assistant Nail Technician needs to be knowledgeable on health safety and hygiene, beauty products, and a range of basic nail care services.

Personal Attributes

This job requires an individual with experience in manicure and pedicure to provide a range of nail care services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N0416: Provide simple and basic nail art services](#)
2. [BWS/N0415: Provide nail enhancement services using UV gel nails and \(liquid and powder\) acrylic nails](#)
3. [BWS/N0406: Perform refill](#)
4. [BWS/N0401: Provide manicure and pedicure services](#)
5. [BWS/N9002: Maintain health and safety of workplace](#)
6. [BWS/N9003: Create a positive impression at the workplace](#)
7. [BWS/N9001: Prepare and maintain work area](#)

Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
Country	India

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NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.9900
Minimum Educational Qualification & Experience	8th Class with 6 Months of experience in Nail care/ as a Pedicurist and Manicurist
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	31/08/2021
Next Review Date	08/04/2024
NSQC Approval Date	31/08/2021
Version	3.0
Reference code on NQR	2021/BW/BWSSC/04449
NQR Version	1

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BWS/N0416: Provide simple and basic nail art services

Description

This OS unit is about performing simple and nail art services using 2D designs image and simple transfer techniques in accordance to the organizations standards of performance.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Preparing self and client
 2. Prepare nail and applying art techniques
 3. Complete nail art services
 4. Post- procedure tasks

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 throughout the procedure in a way to ensure privacy, comfort and wellbeing
6. identify contra indications that restrict service and act accordingly as per organisational standards
7. set-up products, tools, equipment for relevant techniques to suit clients service needs, nail and skin conditions
Tools: brushes, stick on transfer, nail files
Products: base coat, nail art paint, glitter, enamel remover, dehydrator, cotton, adhesive

Prepare nail and applying art techniques

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

8. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods
9. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician
10. apply various techniques of nail art
Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle

Complete nail art services

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

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11. identify contra actions if any during the service and stop service and refer to the supervisor
12. complete the service to the satisfaction of the client in a commercially acceptable time
13. check the natural nail plate and surrounding skin is undamaged and free from product
14. identify and resolve any problems with the nail art with guidance from the supervisor

Post procedure tasks

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

15. refer problems that cannot be solved to the relevant person or supervisor promptly
16. clean up and dispose the waste in the work area post-service to maintain the health and safety standard
17. update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures
18. dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively
19. provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client

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 and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions protection
- KU6.** characteristics of nail and the process of nail growth
- KU7.** anatomical structure and function of the skin and skin types
- KU8.** nail diseases and disorders
- KU9.** nail and skin analysis by visual/manual examination to identify nail conditions and contra indications restricting or preventing services
- KU10.** products and tools suitable to carry the nail art procedure Tools: brushes, stick on transfer, nail files, cotton, Products: nail art paint, glitter, enamel remover, adhesive
- KU11.** basic anatomy, physiology and pathology for nail services
- KU12.** basic techniques of nail art and their respective application procedures (Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle)
- KU13.** basic contraindications, contra actions, service plans
- KU14.** nails feature and conditions relevant to nail art and impact on the same (Features and conditions: cuticle conditions, nail shape, nail length)
- KU15.** customer service principles including privacy and protection to modesty of the customers
- KU16.** importance of keeping accurate records of services, clients and product usage (inventory)

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KU17. importance of using products economically and storing products correctly to minimize wastage

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 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.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS14.** give clear instructions to customers and/or coworkers as required
- GS15.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS16.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS17.** exchange information effectively to perform a task
- GS18.** give simple directions, instructions and explanations
- GS19.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS20.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS21.** use simple and compound sentences in conversations
- GS22.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS23.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS24.** listen and understand the local language in dealing with clients
- GS25.** decide on course of action by recalling organisation policy, procedures and service standards

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- GS26.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS27.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS28.** get information on chain of command to be approached for decisions
- GS29.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS30.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS31.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS32.** organize service feedback files/documents
- GS33.** plan and manage work routine based on salon procedure
- GS34.** maintain the work area, equipment and product stocks to meet client schedules
- GS35.** maintain accurate records of clients, services and product stock levels
- GS36.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS37.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS38.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS39.** respond promptly to customers in a manner that aims to exceed their expectation
- GS40.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS41.** build customer relationships using a customer centric approach
- GS42.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS43.** identify problems that hinder achievement or increase risks
- 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.** 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
- GS46.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS47.** explain the importance of resolving problem in a timely manner
- GS48.** explain the importance of accurate communications in problem resolution
- GS49.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS50.** seek guidance to define criteria and assign values of importance and urgency
- GS51.** sort information in order of importance
- GS52.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS53.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed



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- GS54.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS55.** identify relevant and reliable sources of information for seeking clarity where required
- GS56.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS57.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing self and client</i>	8.5	25.5	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
2. sanitize the hands prior to procedure commencement as per organisational approved process	0.5	3.5	-	-
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	1	5	-	-
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	2	3	-	-
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	1	3	-	-
6. identify contra indications that restrict service and act accordingly as per organisational standards	1	3	-	-
7. set-up products, tools, equipment for relevant techniques to suit clients service needs, nail and skin conditions Tools: brushes, stick on transfer, nail files Products: base coat, nail art paint, glitter, enamel remover, dehydrator, cotton, adhesive	2	4	-	-
<i>Prepare nail and applying art techniques</i>	6	13	-	-
8. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods	1	4	-	-
9. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician	3	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. apply various techniques of nail art Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle	2	4	-	-
<i>Complete nail art services</i>	5	16	-	-
11. identify contra actions if any during the service and stop service and refer to the supervisor	1	4	-	-
12. complete the service to the satisfaction of the client in a commercially acceptable time	2	4	-	-
13. check the natural nail plate and surrounding skin is undamaged and free from product	1	4	-	-
14. identify and resolve any problems with the nail art with guidance from the supervisor	1	4	-	-
<i>Post procedure tasks</i>	7.5	18.5	-	-
15. refer problems that cannot be solved to the relevant person or supervisor promptly	2	4	-	-
16. clean up and dispose the waste in the work area post-service to maintain the health and safety standard	0.5	3.5	-	-
17. update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures	2	3	-	-
18. dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively	1	4	-	-
19. provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client	2	4	-	-
NOS Total	27	73	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0416
NOS Name	Provide simple and basic nail art services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	08/04/2024
NSQC Clearance Date	31/08/2021

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BWS/N0415: Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

Description

This OS unit is about performing foundational nail enhancement services using UV gel nails and (liquid and powder) acrylic nails in accordance to the organizations standards of performance.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Prepare self and client
 2. Apply UV nail enhancements
 3. Apply acrylic (powder and liquid) nail enhancements
 4. Post treatment procedures

Elements and Performance Criteria

Prepare 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. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
3. sanitize the hands prior to treatment commencement using a hand sanitiser
4. prepare the client for the treatment and provide suitable protective apparel
5. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
6. clean the nails to ensure they are free from bacteria
7. use a soak, hand wash, sanitizer, dis-incrustation wipes, anti-septic solutions
8. set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting clients needs
9. prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician
10. promptly refer problems that cannot be solved to the relevant person/ nail technician for action
11. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required
12. identify the condition of the nails and any corrective work to suit the clients natural nail shape and condition
13. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail

Apply UV nail enhancements

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

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14. identify and select the correct products and tools for the UV nail enhancement job Products: clear gel, gel polish, base and builder gels, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, brush
15. use primers to remove oils safely, protecting the skin
16. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue
17. shorten the nail tips to the desired length and blend the tips
18. apply UV gel layers in the correct sequence
19. perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail
20. apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application
21. repeat the builder gel application if necessary to achieve desired thickness of the gel
22. perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness
23. monitor UV curing timing to ensure adherence to product manufacturers instructions
24. use a coat of clear polish or paint them with coloured nail polish as required
25. apply the polish to the entire nail to create a smooth, even surface
26. repair UV gel enhancements to restore desired look with guidance from the supervisor

Apply acrylic (powder and liquid) nail enhancements

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

27. identify and select the correct products and tools for the acrylic nail enhancement job Products: monomer (ethyl methacrylate), acrylic powder, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, Dappen dish and brush
28. follow in accordance with manufacturers instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements
29. use primers to remove oils safely, protecting the skin
30. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue
31. pour the liquid and powder in different bowls in a well ventilated area
32. apply the liquid and powder to the brush in the correct order, ratio and consistency
33. apply the acrylic evenly to the nail without touching the cuticle
34. ensure the acrylic is dried before moving on to the next step
35. use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine
36. use a coat of clear polish or paint them with coloured nail polish as required

Post treatment procedures

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

37. identify and resolve any problems with the nail enhancements seeking help from supervisor as required
38. perform nail repair technique to restore the nail enhancement following guidance of the supervisor

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39. finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service
40. use work methods to minimise wastage
41. complete the service to the satisfaction of the client in a commercially acceptable time
42. check the natural nail plate and surrounding skin is undamaged and free from product
43. refer problems that cannot be solved to the relevant person or supervisor promptly
44. clean up the work area post-service to maintain the health and safety standard
45. provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client
46. dispose waste materials as per organisational standards in a safe and hygienic manner
47. record details of the procedure accurately as per organisational policy and approved practice
48. store information securely in line with the salons policies
49. ask questions to check with the client their satisfaction with the finished result
50. 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 and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions protection
- KU6.** characteristics of nail and the process of nail growth
- KU7.** nail diseases and disorders
- KU8.** nail analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment
- KU9.** products and tools suitable to carry the procedure of UV gel nail enhancement Products: enamel remover, gel, tips Tools: gel brushes, clipper, nail brush, nail file, cuticle nippers, emery boards, nail clippers Equipment: UV lamp
- KU10.** products and tools suitable to carry the procedure of acrylic (liquid and powder) nail enhancement Products: Monomer (ethyl methacrylate), acrylic nail tips, nail glue, acetone based oil free nail polish remover Tools: Acrylic clippers, acrylic files, 180-240 grit, acrylic liquid and powder, acrylic bowl and brush
- KU11.** basic anatomy, physiology and pathology for nail treatments
- KU12.** basic contraindications, contra actions, relevant subsequent plans Contra actions: Lifting, breaking and splitting of extension, discoloration of product, breaking and splitting of natural nail, bacterial, fungal infection, discoloration of natural nail

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- KU13.** nails feature and conditions relevant to gel enhancements and impact on the same Features and conditions: cuticle conditions, nail shape, nail length
- KU14.** manicure and pedicure services
- KU15.** nail shaping and filing techniques Shaping techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing Filing techniques: emery board, glass, buffing block, electrical files, beveling, etc.
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** importance of keeping accurate records of treatments, clients and product usage (inventory)
- KU18.** importance of using products economically and storing products correctly to minimize wastage

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 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, treatments, 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.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS14.** give clear instructions to customers and/or coworkers as required
- GS15.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS16.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS17.** exchange information effectively to perform a task
- GS18.** give simple directions, instructions and explanations
- GS19.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose

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- GS20.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS21.** use simple and compound sentences in conversations
- GS22.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS23.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS24.** listen and understand the local language in dealing with clients
- GS25.** decide on course of action by recalling organisational policy, procedures and service standards
- GS26.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS27.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS28.** get information on chain of command to be approached for decisions based on
- GS29.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS30.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS31.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS32.** organize service feedback files/documents
- GS33.** plan and manage work routine based on salon procedure
- GS34.** maintain the work area, equipment and product stocks to meet client schedules
- GS35.** maintain accurate records of clients, treatments and product stock levels
- GS36.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS37.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS38.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS39.** respond promptly to customers in a manner that aims to exceed their expectation
- GS40.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS41.** build customer relationships using a customer centric approach
- GS42.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS43.** identify problems that hinder achievement or increase risks
- 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.** 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
- GS46.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS47.** explain the importance of resolving problem in a timely manner

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- GS48.** explain the importance of accurate communications in problem resolution
- GS49.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS50.** seek guidance to define criteria and assign values of importance and urgency
- GS51.** sort information in order of importance
- GS52.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS53.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS54.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS55.** identify relevant and reliable sources of information for seeking clarity where required
- GS56.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS57.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self and client</i>	7	19	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	0.5	1.5	-	-
2. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	0.5	1.5	-	-
3. sanitize the hands prior to treatment commencement using a hand sanitiser	-	1	-	-
4. prepare the client for the treatment and provide suitable protective apparel	0.5	1.5	-	-
5. 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	1.5	-	-
6. clean the nails to ensure they are free from bacteria	0.5	1	-	-
7. use a soak, hand wash, sanitizer, disin-crustation wipes, anti-septic solutions	0.5	1	-	-
8. set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting clients needs	0.5	1.5	-	-
9. prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician	1	2	-	-
10. promptly refer problems that cannot be solved to the relevant person/ nail technician for action	0.5	2	-	-
11. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. identify the condition of the nails and any corrective work to suit the clients natural nail shape and condition	0.5	1	-	-
13. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail	1	2	-	-
<i>Apply UV nail enhancements</i>	8	23.5	-	-
14. identify and select the correct products and tools for the UV nail enhancement job Products: clear gel, gel polish, base and builder gels, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, brush	0.5	1	-	-
15. use primers to remove oils safely, protecting the skin	0.5	1	-	-
16. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue	0.5	1	-	-
17. shorten the nail tips to the desired length and blend the tips	0.5	2	-	-
18. apply UV gel layers in the correct sequence	0.5	2	-	-
19. perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail	1	3	-	-
20. apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application	0.5	2	-	-
21. repeat the builder gel application if necessary to achieve desired thickness of the gel	0.5	2.5	-	-
22. perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness	1	3	-	-
23. monitor UV curing timing to ensure adherence to product manufacturers instructions	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
24. use a coat of clear polish or paint them with coloured nail polish as required	0.5	1	-	-
25. apply the polish to the entire nail to create a smooth, even surface	0.5	1.5	-	-
26. repair UV gel enhancements to restore desired look with guidance from the supervisor	1	2	-	-
<i>Apply acrylic (powder and liquid) nail enhancements</i>	4.5	11	-	-
27. identify and select the correct products and tools for the acrylic nail enhancement job Products: monomer (ethyl methacrylate), acrylic powder, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, Dappen dish and brush	0.5	1	-	-
28. follow in accordance with manufacturers instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements	0.5	1.5	-	-
29. use primers to remove oils safely, protecting the skin	0.5	0.5	-	-
30. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue	0.5	1	-	-
31. pour the liquid and powder in different bowls in a well ventilated area	0.5	1	-	-
32. apply the liquid and powder to the brush in the correct order, ratio and consistency	0.5	1	-	-
33. apply the acrylic evenly to the nail without touching the cuticle	0.5	1	-	-
34. ensure the acrylic is dried before moving on to the next step	-	1	-	-
35. use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine	0.5	1.5	-	-
36. use a coat of clear polish or paint them with coloured nail polish as required	0.5	1.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Post treatment procedures</i>	7.5	19.5	-	-
37. identify and resolve any problems with the nail enhancements seeking help from supervisor as required	0.5	2.5	-	-
38. perform nail repair technique to restore the nail enhancement following guidance of the supervisor	1	2	-	-
39. finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service	0.5	1.5	-	-
40. use work methods to minimise wastage	0.5	1.5	-	-
41. complete the service to the satisfaction of the client in a commercially acceptable time	0.5	2	-	-
42. check the natural nail plate and surrounding skin is undamaged and free from product	0.5	1	-	-
43. refer problems that cannot be solved to the relevant person or supervisor promptly	1	1	-	-
44. clean up the work area post-service to maintain the health and safety standard	-	1	-	-
45. provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client	0.5	1.5	-	-
46. dispose waste materials as per organisational standards in a safe and hygienic manner	-	1	-	-
47. record details of the procedure accurately as per organisational policy and approved practice	1	1	-	-
48. store information securely in line with the salons policies	0.5	0.5	-	-
49. ask questions to check with the client their satisfaction with the finished result	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
50. 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	0.5	1.5	-	-
NOS Total	27	73	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0415
NOS Name	Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	08/04/2024
NSQC Clearance Date	31/08/2021

Qualification Pack

BWS/N0406: Perform refill

Description

Perform refilling in accordance to the organizations standards of performance and sequences of services.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Perform refill

Elements and Performance Criteria

Perform refill

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. position self and client throughout treatment to ensure comfort and wellbeing
3. sanitize the hands prior to treatment commencement
4. prepare the client and provide suitable protective apparel
5. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions
6. carry out client consultation technique to identify the treatment plan and client needs
7. ensure the client and you have understood the treatment objective and plan
8. perform cleaning of nails to ensure they are free from bacteria
9. buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines
10. perform correct filing technique to achieve desired length and shape
11. dehydrate the natural nail appropriately depending on acrylic/ gel service
12. perform the correct application to refinish the nail with acrylic/ gel system
13. perform buffing techniques correctly and seal to create a high shine finish
14. monitor UV/ LED curing time as per product manufacturers instructions
15. remove surface residue at the right stage, if required
16. apply polish, if requested by client
17. finish the nail enhancements to the clients satisfaction and meet the agreed service plan

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

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- KU3.** health and safety requirements in the organization
- KU4.** the structure, function, characteristics of nail types and nail growth
- KU5.** products, tools and equipment suitable to carry the procedure of refill
- KU6.** basic anatomy, physiology and pathology for nail treatments
- KU7.** basic contraindications, contra actions, treatment plans
- KU8.** nails and analysis e.g. Cuticle conditions, Nail shape, Nail length
- KU9.** contractions/ contra indications e.g. Lifting, Breaking and splitting of extension, Discoloration of product, Bacterial, Breaking and splitting of natural nail, Fungal infection, Discoloration of natural nail
- KU10.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection.
- KU11.** aftercare advise and products

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)



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- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform refill</i>	23	77	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
2. position self and client throughout treatment to ensure comfort and wellbeing	1	3	-	-
3. sanitize the hands prior to treatment commencement	1	3	-	-
4. prepare the client and provide suitable protective apparel	1	4	-	-
5. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions	1	5	-	-
6. carry out client consultation technique to identify the treatment plan and client needs	2	5	-	-
7. ensure the client and you have understood the treatment objective and plan	-	3	-	-
8. perform cleaning of nails to ensure they are free from bacteria	1	6	-	-
9. buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines	1	5	-	-
10. perform correct filing technique to achieve desired length and shape	2	5	-	-
11. dehydrate the natural nail appropriately depending on acrylic/ gel service	2	6	-	-
12. perform the correct application to refinish the nail with acrylic/ gel system	2	7	-	-
13. perform buffing techniques correctly and seal to create a high shine finish	2	6	-	-
14. monitor UV/ LED curing time as per product manufacturers instructions	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
15. remove surface residue at the right stage, if required	1	3	-	-
16. apply polish, if requested by client	1	4	-	-
17. finish the nail enhancements to the clients satisfaction and meet the agreed service plan	2	4	-	-
NOS Total	23	77	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0406
NOS Name	Perform refill
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	08/04/2024
NSQC Clearance Date	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.)

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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

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- 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

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- 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

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- 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>	4.5	22.5	-	-
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>	8	38	-	-
8. remove any existing nail polish using approved products and procedures before proceeding further	1	3	-	-
9. enquire to establish the desired length 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>	7.5	19.5	-	-
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	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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>	33	67	-	-
PC1. ensure proper supply of Personal Protective Equipment such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele	3	7	-	-
PC2. ensure maintaining basic hygiene and keep proper distance between the clientele to avoid any kind of cross infection, basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, etc.	3	6	-	-
PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	6	-	-
PC4. clean and sterilize all tools and equipment before and after use	3	6	-	-
PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	6	-	-
PC6. dispose waste materials in accordance to the industry accepted standards	3	6	-	-
PC7. maintain first aid kit and keep oneself updated on the first aid procedures	3	6	-	-
PC8. identify and document potential risks and hazards in the workplace	3	6	-	-
PC9. accurately maintain accident reports	3	6	-	-
PC10. report health and safety risks/ hazards to concerned personnel	3	6	-	-
PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	6	-	-
NOS Total	33	67	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9002
NOS Name	Maintain health and safety of workplace
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	01/08/2024
NSQC Clearance Date	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>	8	14	-	-
PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	4	-	-
PC2. meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, etc.	2	4	-	-
PC3. stay free from intoxicants while on duty	2	2	-	-
PC4. wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach	2	4	-	-
<i>Task execution as per organization's standards</i>	10	18	-	-
PC5. take appropriate and approved actions in line with instructions and guidelines	2	3	-	-
PC6. participate in workplace activities as a part of the larger team	2	4	-	-
PC7. report to supervisor immediately in case there are any work issues	2	3	-	-
PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	4	-	-
PC9. improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.	2	4	-	-
<i>Communication and Information record</i>	18	32	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9003
NOS Name	Create a positive impression at the workplace
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	01/08/2024
NSQC Clearance Date	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>	30	70	-	-
PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.	2	6	-	-
PC2. identify and select suitable equipment and products required for the respective services/ session	2	5	-	-
PC3. set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines	2	5	-	-
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	2	5	-	-
PC5. prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	2	5	-	-
PC6. sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	2	6	-	-
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.	2	5	-	-
PC8. identify ways to optimize usage of material including water in various tasks/activities/processes	2	5	-	-
PC9. check for spills/leakages occurred while providing services	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	4	-	-
PC11. store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	2	4	-	-
PC12. ensure electrical equipment and appliances are switched off when not in use	2	4	-	-
PC13. store records, materials and equipment securely in line with the policies	2	4	-	-
PC14. conduct awareness program (such as for Covid19) for the employees and display posters/signage's promoting regular hand-washing and respiratory hygiene in the premises	2	4	-	-
PC15. set up and promote digital modes of payment to lessen any kind of cross infection	2	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9001
NOS Name	Prepare and maintain work area
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	01/08/2024
NSQC Clearance Date	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/N0416.Provide simple and basic nail art services	27	73	-	-	100	15
BWS/N0415.Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails	27	73	-	-	100	20
BWS/N0406.Perform refill	23	77	-	-	100	20
BWS/N0401.Provide manicure and pedicure services	20	80	-	-	100	15
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
Total	196	504	-	-	700	100

Acronyms

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

Qualification Pack

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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.

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Knowledge and Understanding (KU)	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.