

## Qualification Pack



# Beauty Therapist

QP Code: BWS/Q0102

Version: 3.0

NSQF Level: 4

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/Q0102: Beauty Therapist

### Brief Job Description

A Beauty Therapist is a professionally trained individual who specialises in beauty services of both the face and body. A beauty therapist performs various duties such as providing skin care, applying makeup, removal of unwanted hair, manicure and pedicure services. The Beauty Therapist needs to be knowledgeable on health, safety and hygiene, beauty products, and a range of beauty therapies.

### Personal Attributes

This job requires an individual with experience in body and skincare treatments to provide a range of beauty services efficiently and effectively in a safe and hygienic working environment. The individual must have excellent interpersonal and communication skills. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant, sensitive and tactful when dealing with clients and have a genuine interest in people.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [BWS/N9002: Maintain health and safety of workplace](#)
2. [BWS/N9003: Create a positive impression at the workplace](#)
3. [BWS/N9001: Prepare and maintain work area](#)
4. [BWS/N0129: Perform salon reception duties](#)
5. [BWS/N0128: Operate and apply electrical/electronic equipment for facial beauty services safely and effectively](#)
6. [BWS/N0106: Perform makeup services](#)
7. [BWS/N0105: Perform hair removal services](#)
8. [BWS/N0104: Perform skincare services](#)
9. [BWS/N0401: Provide manicure and pedicure services](#)

### Qualification Pack (QP) Parameters

|               |                   |
|---------------|-------------------|
| <b>Sector</b> | Beauty & Wellness |
|---------------|-------------------|

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|   |   |
|---|---|
| <b>Sub-Sector</b>   | Beauty and Salons   |
| <b>Occupation</b>   | Skincare Services   |
| <b>Country</b>  | India   |
| <b>NSQF Level</b>   | 4   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/5142.0100  |
| <b>Minimum Educational Qualification &amp; Experience</b> | 10th Class with 1 Year of experience as an Assistant Beauty Therapist<br>OR<br>Certificate (B&WSSC NSQF Level-3 course of Assistant Beauty Therapist) with 6 Months of experience as an Assistant Beauty Therapist or Pedicurist & Manicurist |
| <b>Minimum Level of Education for Training in School</b>  |   |
| <b>Pre-Requisite License or Training</b>                  | NA  |
| <b>Minimum Job Entry Age</b>                              | 16 Years  |
| <b>Last Reviewed On</b>                                   | 31/08/2021  |
| <b>Next Review Date</b>                                   | 08/04/2024  |
| <b>NSQC Approval Date</b>                                 | 31/08/2021  |
| <b>Version</b>  | 3.0   |
| <b>Reference code on NQR</b>                              | 2021/BW/BWSSC/04489   |
| <b>NQR Version</b>  | 1   |

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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- KU5.** manufacturers instructions related to equipment and product use and cleaning
- KU6.** Knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)

## Generic Skills (GS)

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

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



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

## Assessment Criteria

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



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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Appearance and Behavior*

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

- PC1.** ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.
- PC2.** meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, etc.
- PC3.** stay free from intoxicants while on duty
- PC4.** wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach

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

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

- PC5.** take appropriate and approved actions in line with instructions and guidelines
- PC6.** participate in workplace activities as a part of the larger team
- PC7.** report to supervisor immediately in case there are any work issues
- PC8.** use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender
- PC9.** improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.

##### *Communication and Information record*

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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

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

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### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Appearance and Behavior</i>   | <b>8</b>     | <b>14</b>       | -             | -          |
| <b>PC1.</b> ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.   | 2            | 4               | -             | -          |
| <b>PC2.</b> meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, etc.   | 2            | 4               | -             | -          |
| <b>PC3.</b> stay free from intoxicants while on duty   | 2            | 2               | -             | -          |
| <b>PC4.</b> wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach  | 2            | 4               | -             | -          |
| <i>Task execution as per organization's standards</i>  | <b>10</b>    | <b>18</b>       | -             | -          |
| <b>PC5.</b> take appropriate and approved actions in line with instructions and guidelines   | 2            | 3               | -             | -          |
| <b>PC6.</b> participate in workplace activities as a part of the larger team   | 2            | 4               | -             | -          |
| <b>PC7.</b> report to supervisor immediately in case there are any work issues   | 2            | 3               | -             | -          |
| <b>PC8.</b> use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender  | 2            | 4               | -             | -          |
| <b>PC9.</b> improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc. | 2            | 4               | -             | -          |
| <i>Communication and Information record</i>  | <b>18</b>    | <b>32</b>       | -             | -          |

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



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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

Prepare the equipment's/ tools/ products/machinery (if required any) and work area ahead of service/ session delivery to ensure the efficiency 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

## Qualification Pack

- 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

## Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare and maintain work area</i>   | <b>30</b>    | <b>70</b>       | -             | -          |
| <b>PC1.</b> ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc. | 2            | 6               | -             | -          |
| <b>PC2.</b> identify and select suitable equipment and products required for the respective services/ session   | 2            | 5               | -             | -          |
| <b>PC3.</b> set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines   | 2            | 5               | -             | -          |
| <b>PC4.</b> place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery  | 2            | 5               | -             | -          |
| <b>PC5.</b> prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions   | 2            | 5               | -             | -          |
| <b>PC6.</b> sterilize, disinfect the area as per organizational standards using recommended solutions and conditions  | 2            | 6               | -             | -          |
| <b>PC7.</b> dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.   | 2            | 5               | -             | -          |
| <b>PC8.</b> identify ways to optimize usage of material including water in various tasks/activities/processes   | 2            | 5               | -             | -          |
| <b>PC9.</b> check for spills/leakages occurred while providing services   | 2            | 4               | -             | -          |

### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N0129: Perform salon reception duties

#### Description

This OS unit is about performance reception duties at a salon including booking appointments, handling customers, explaining range of services and billing as per the standards of operation of the organization.

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Book appointments*

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

1. book appointments in person and over telephone accurately and promptly
2. maintain and interpret the appointment register accurately
3. estimate timings for various services offered by the salon with reasonable precision
4. record details in a register or electronically in an accurate and efficient manner
5. ask relevant questions to customers to obtain required information to book an appointment
6. politely decline appointments where time slots unavailable and offer alternate arrangements in keeping with client needs and preferences

##### *Handle clients and client needs*

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

7. speak to clients in a professional and pleasant tone and speech
8. maintain confidentiality of client information
9. do not disclose client information to unauthorised personnel
10. accommodate special requests as per feasibility and in consultation with service personnel
11. respond to emails as per organisational and professional protocols
12. offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organisational policy and procedures
13. inform waiting customers of time left to service periodically
14. manage wait times to ensure customer satisfaction
15. inform customers promptly and apologise earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required
16. inform clients of organisational facilities, services, prices, and layout as required
17. inform customers of emergency procedures if required

##### *Maintain the reception*

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

18. maintain the reception in a neat and tidy manner

## Qualification Pack

19. maintain displays, magazines and promotional materials, etc. to give a neat and orderly look
20. ensure cleaning processes are followed for all areas of the reception
21. maintain records neatly in a secure location, where it is also easy to retrieve when required
22. follow correct filing and storing procedures for efficient storage
23. switch off all electronic equipment at the end of the day

### Process payments

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

24. maintain opening and closing balances and adequate change in the cash box/register
25. process cash payments correctly by receiving and tendering accurate amounts
26. calculate due amounts accurately for billing
27. produce invoices accurately using manual and computerised billing systems
28. process credit card payments on manual swipe machines, electronic swipe machine, etc. of cards with and without pin authorisations
29. follow organisation procedure in relation to cheque payments and follow essential checks required to process these while accepting them
30. reconcile payments with billing done at the end of the shift
31. operate and escalate problems with credit card machines efficiently and in a timely manner
32. follow organisational procedures when faced with payment discrepancies (Payment discrepancies: eg. damaged currency, counterfeit currency, invalid cheques and credit cards, declined credit cards, etc.)
33. maintain confidentiality and security of passwords and other access devices/permits
34. inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits
35. accurately calculate applicable discounts and apply these to invoices
36. calculate applicable taxes correctly and apply them to invoices
37. explain taxes to customers and components of the charged invoice to the customer
38. handover money and receipts to authorised personnel at the end of the shift
39. escalate any disputes that cannot be resolved to the 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.** 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
- KU5.** types of products and services offered by the salon and their costs
- KU6.** time taken for various services and procedures offered by the salon

## Qualification Pack

- KU7.** common types of queries customers ask in salons
- KU8.** importance of customer satisfaction for business and professional success
- KU9.** importance of maintaining the salon reception properly
- KU10.** information required for booking an appointment and the purpose of each item of information
- KU11.** features and operational procedures of computerized booking systems
- KU12.** feature and operational procedures of credit card machines
- KU13.** tax structure as applicable to services provided
- KU14.** authorized sources of information for applicable taxes
- KU15.** cash handling precautions and procedures
- KU16.** following organization procedure while taking messages
- KU17.** important factors and consequences for taking and communicating messages correctly and incorrectly
- KU18.** calculating and applying discounts to the invoice
- KU19.** credit terms, policy and procedures dealing with credit
- KU20.** precautions to be taken while accepting bank cheques and related policy and procedures
- KU21.** security policy and procedures to be complied with while handling payments of different types
- KU22.** procedure for handling payment related discrepancies and issues (Payment discrepancies: eg. damaged currency, counterfeit currency, invalid cheques and credit cards, declined credit cards, etc.)
- KU23.** importance of managing customers during waiting periods and possible ways to do that
- KU24.** customer service principles including privacy and protection to modesty of the customers
- KU25.** what constitutes professional communication and importance of carrying out communication with customers in a professional manner
- KU26.** business and professional etiquette
- KU27.** professional grooming standards and importance of complying with it
- KU28.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU29.** data protection, its importance, application and relevant practices

## Generic Skills (GS)

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

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

## Qualification Pack

- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and 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.** 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
- 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

## Qualification Pack

- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients Customer Centricity
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a 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 Problem Solving
- 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
- 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 Analytical Thinking
- 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.** 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
- 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>Book appointments</i>   | <b>6</b>     | <b>11</b>       | -             | -          |
| 1. book appointments in person and over telephone accurately and promptly  | 1.5          | 1.5             | -             | -          |
| 2. maintain and interpret the appointment register accurately  | 1            | 2               | -             | -          |
| 3. estimate timings for various services offered by the salon with reasonable precision  | 1            | 2               | -             | -          |
| 4. record details in a register or electronically in an accurate and efficient manner  | 1            | 1               | -             | -          |
| 5. ask relevant questions to customers to obtain required information to book an appointment   | 0.5          | 2.5             | -             | -          |
| 6. politely decline appointments where time slots unavailable and offer alternate arrangements in keeping with client needs and preferences  | 1            | 2               | -             | -          |
| <i>Handle clients and client needs</i>   | <b>8</b>     | <b>20</b>       | -             | -          |
| 7. speak to clients in a professional and pleasant tone and speech   | 0.5          | 2.5             | -             | -          |
| 8. maintain confidentiality of client information  | 0.5          | 2.5             | -             | -          |
| 9. do not disclose client information to unauthorised personnel  | 0.5          | 2.5             | -             | -          |
| 10. accommodate special requests as per feasibility and in consultation with service personnel   | 1            | 2               | -             | -          |
| 11. respond to emails as per organisational and professional protocols   | 1.5          | 1.5             | -             | -          |
| 12. offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organisational policy and procedures | 0.5          | 1.5             | -             | -          |
| 13. inform waiting customers of time left to service periodically  | 0.5          | 1.5             | -             | -          |



### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 14. manage wait times to ensure customer satisfaction   | 0.5          | 1.5             | -             | -          |
| 15. inform customers promptly and apologise earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required | 0.5          | 1.5             | -             | -          |
| 16. inform clients of organisational facilities, services, prices, and layout as required   | 1            | 1               | -             | -          |
| 17. inform customers of emergency procedures if required  | 1            | 2               | -             | -          |
| <i>Maintain the reception</i>   | <b>3.5</b>   | <b>8.5</b>      | -             | -          |
| 18. maintain the reception in a neat and tidy manner  | 0.5          | 2               | -             | -          |
| 19. maintain displays, magazines and promotional materials, etc. to give a neat and orderly look  | 1            | 2               | -             | -          |
| 20. ensure cleaning processes are followed for all areas of the reception   | -            | 1               | -             | -          |
| 21. maintain records neatly in a secure location, where it is also easy to retrieve when required   | 1            | 1               | -             | -          |
| 22. follow correct filing and storing procedures for efficient storage  | 0.5          | 1.5             | -             | -          |
| 23. switch off all electronic equipment at the end of the day   | 0.5          | 1               | -             | -          |
| <i>Process payments</i>   | <b>16.5</b>  | <b>26.5</b>     | -             | -          |
| 24. maintain opening and closing balances and adequate change in the cash box/register  | 1.5          | 1.5             | -             | -          |
| 25. process cash payments correctly by receiving and tendering accurate amounts   | 1            | 2               | -             | -          |
| 26. calculate due amounts accurately for billing  | 1            | 2               | -             | -          |
| 27. produce invoices accurately using manual and computerised billing systems   | 1            | 2               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 28. process credit card payments on manual swipe machines, electronic swipe machine, etc. of cards with and without pin authorisations  | 0.5          | 1.5             | -             | -          |
| 29. follow organisation procedure in relation to cheque payments and follow essential checks required to process these while accepting them   | 0.5          | 1.5             | -             | -          |
| 30. reconcile payments with billing done at the end of the shift  | 0.5          | 2.5             | -             | -          |
| 31. operate and escalate problems with credit card machines efficiently and in a timely manner  | 1            | 2               | -             | -          |
| 32. follow organisational procedures when faced with payment discrepancies (Payment discrepancies: eg. damaged currency, counterfeit currency, invalid cheques and credit cards, declined credit cards, etc.) | 1            | 1               | -             | -          |
| 33. maintain confidentiality and security of passwords and other access devices/permits   | 1            | 2               | -             | -          |
| 34. inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits  | 1            | 1               | -             | -          |
| 35. accurately calculate applicable discounts and apply these to invoices   | 1.5          | 1.5             | -             | -          |
| 36. calculate applicable taxes correctly and apply them to invoices   | 1.5          | 1.5             | -             | -          |
| 37. explain taxes to customers and components of the charged invoice to the customer  | 1.5          | 1.5             | -             | -          |
| 38. handover money and receipts to authorised personnel at the end of the shift   | 1            | 1               | -             | -          |
| 39. escalate any disputes that cannot be resolved to the supervisor   | 1            | 2               | -             | -          |
| <b>NOS Total</b>  | <b>34</b>    | <b>66</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                |
|----------------------------|--------------------------------|
| <b>NOS Code</b>            | BWS/N0129                      |
| <b>NOS Name</b>            | Perform salon reception duties |
| <b>Sector</b>              | Beauty & Wellness              |
| <b>Sub-Sector</b>          | Beauty and Salons              |
| <b>Occupation</b>          | Skincare Services              |
| <b>NSQF Level</b>          | 4                              |
| <b>Credits</b>             | TBD                            |
| <b>Version</b>             | 3.0                            |
| <b>Last Reviewed Date</b>  | 31/08/2021                     |
| <b>Next Review Date</b>    | 08/04/2024                     |
| <b>NSQC Clearance Date</b> | 31/08/2021                     |

## Qualification Pack

# BWS/N0128: Operate and apply electrical/electronic equipment for facial beauty services safely and effectively

## Description

This OS unit is about operating various electronic beauty services equipment. This unit covers the care, operation and application of the range of equipment.

## Scope

The scope covers the following :

- This unit/task covers the following:
  - 1. Prepare equipment
  - 2. Operate equipment
  - 3. Use equipment for facial beauty services
  - 4. Post-operation activities

## Elements and Performance Criteria

### Prepare equipment

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 salon
2.
  - identify various electrical/electronic machine equipment for beauty services correctly
  - (Equipment: Brush Machine/Brush Unit, Facial Steamer (Vapour Zone), High frequency, Galvanic (Iontophoresis, Deincrustation), Faradic, Vacuum suction, Microcurrent, Electro-muscle Stimulator, Lymphatic Drainage Equipment, Microdermabrasion, Ultra-sonic, advance machine facials such as direct high frequency, indirect high frequency, galvanic, etc.)
3. select the correct machine and accessories as per the service plan
4. check the machine for damage, faults and risks before operating, if detected take necessary action as per organisation approved procedures and ensure safety
5. ensure all component and parts of the machine are available, clean and ready for use
6. attach and assemble the accessories/parts following manufacturers instructions
7. ensure there are no bare or trailing wires
8. ensure the machine is calibrated and approved for usage
9. ensure the environment is safe and suitable for equipment operation
10. sterilise, sanitise and disinfect tools and machine parts as per requirements and organisation standard using various methods: heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.
11. assemble and organise products and accessories related to the respective service and keep ready for use
12. prepare yourself, the client and work area for shampoo and conditioning services  
Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc

## Qualification Pack

13. identify contra-indications and respective necessary actions
14. position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively
15. define a suitable service procedure plan to meet the clients needs
16. ensure the service plan is as per skin type, skin condition and client needs
17. ensure the service plan

### *Operate the equipment*

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

18. select and prepare suitable skin care products to meet the clients needs in line with the client service plan
19. ensure the dials are at zero and mains are off
20. switch on the mains and operate the equipment at low intensity to test the equipment
21. switch off the machine if any malfunction is noticed and report to concerned personnel

### *Use the equipment for facial beauty services*

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

22. clarify the client's understanding and expectation prior to commencement of procedure
23. explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it
24. adjust the clients position to meet the needs of the service without causing them discomfort
25. 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
26. operate the equipment as per manufacturers instructions in line with service procedure requirements
27. apply products as per service plan and in line with procedural guidelines of the manufacturer and organisation standards
28. ensure correct techniques are used for movement
29. ensure the right parameters as per manufacturers instructions, organisation and safety standards are maintained and followed during application
30. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
31. identify contra-actions and necessary subsequent action
32. ensure the work area is kept clean and tidy during the service
33. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

### *Post-procedure activities*

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

34. clean and dismantle the machine as per organisation standards after service
35. ensure electrodes are cleaned, handled and stored as per manufacturers instructions
36. store equipment as per manufacturers instruction and keep ready for next service
37. record details of the procedure accurately as per organisational policy and approved practice
38. store information securely in line with the salons policies
39. ask questions to check with the client their satisfaction with the finished result

## Qualification Pack

- 40.** 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 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
- KU6.** use and maintenance of brushes, brush units and tools used in a salon
- KU7.** range and use of product available for facial treatment suitable for different skin types and conditions Products: Eye makeup remover, cleansers, astringent/toner, moisturizers, exfoliating products, eye creams / gel, lip balm, serums, massage mediums, masks, sun protection,
- KU8.** names and position of the bones of head, neck and face
- KU9.** names and position of bones of the head, neck and face
- KU10.** structure and functions of the lymphatic vessels of the head, neck and face
- KU11.** skeletal and muscle functions
- KU12.** position of arteries and veins of head, neck and face
- KU13.** types of muscles of the head, neck and face
- KU14.** ageing and lifestyle effects on the skin and muscle tone
- KU15.** diseases and disorders of the skin
- KU16.** cross infection, cross infestation -their causes and precautions for prevention
- KU17.** contact dermatitis, its causes and precautions for prevention
- KU18.** difference between disinfecting and sterilizing
- KU19.** various machines used in a beauty salon their parts, usage and care procedures
- KU20.** various beauty services and related techniques delivered using various devices and machines to provide facial beauty services Techniques: Galvanic (deincrustation, iontophoresis), faradic, high frequency, micro-current, electro-muscular stimulation, lymphatic drainage (vacuum suction), microdermabrasion, infra-red lamp, ultrasonic machine, brush unit
- KU21.** effects and benefits of various procedures and services provided using beauty devices and machines
- KU22.** effects and benefits of various procedures and services provided using beauty devices and machines

## Qualification Pack

- KU23.** products used in conjunction with specific devices and machines for services(as per skin condition and skin type)
- KU24.** contra-indications and respective necessary actions KB21.contra-actions and respective necessary subsequent actions
- KU25.** nervous system, lymphatic system and circulatory system of the body
- KU26.** correct cleaning and storage guidelines for various machines, electrodes and other accessories
- KU27.** correct storage guidelines for various skin products
- KU28.** importance and procedure to report malfunctions of devices and machines in(a prompt and timely manner)
- KU29.** importance and procedure of testing equipment prior to use on customers
- KU30.** importance of following manufacturers instruction while using, cleaning,(storing and operating devices and machines)
- KU31.** customer service principles including privacy and protection to modesty of the customers
- KU32.** importance of keeping accurate records of treatments, clients and product usage (inventory)

## Generic Skills (GS)

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

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



## Qualification Pack

- 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 one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- 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

## Qualification Pack

- 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 equipment</i>   | 8            | 32              | -             | -          |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon  | 0.5          | 1.5             | -             | -          |
| 2. <ul style="list-style-type: none"> <li>identify various electrical/electronic machine equipment for beauty services correctly</li> <li>(Equipment: Brush Machine/Brush Unit, Facial Steamer (Vapour Zone), High frequency, Galvanic (Iontophoresis, Deincrustation), Faradic, Vacuum suction, Microcurrent, Electro-muscle Stimulator, Lymphatic Drainage Equipment, Microdermabrasion, Ultra-sonic, advance machine facials such as direct high frequency, indirect high frequency, galvanic, etc.)</li> </ul> | 0.5          | 1.5             | -             | -          |
| 3. select the correct machine and accessories as per the service plan  | 0.5          | 1.5             | -             | -          |
| 4. check the machine for damage, faults and risks before operating, if detected take necessary action as per organisation approved procedures and ensure safety  | 1            | 2               | -             | -          |
| 5. ensure all component and parts of the machine are available, clean and ready for use  | -            | 2               | -             | -          |
| 6. attach and assemble the accessories/parts following manufacturers instructions  | 0.5          | 1.5             | -             | -          |
| 7. ensure there are no bare or trailing wires  | -            | 2               | -             | -          |
| 8. ensure the machine is calibrated and approved for usage   | 1            | 2               | -             | -          |
| 9. ensure the environment is safe and suitable for equipment operation   | -            | 2               | -             | -          |
| 10. sterilise, sanitise and disinfect tools and machine parts as per requirements and organisation standard using various methods: heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.   | 1            | 2               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 11. assemble and organise products and accessories related to the respective service and keep ready for use  | 0.5          | 2.5             | -             | -          |
| 12. prepare yourself, the client and work area for shampoo and conditioning services<br>Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc | 0.5          | 1.5             | -             | -          |
| 13. identify contra-indications and respective necessary actions   | 0.5          | 1.5             | -             | -          |
| 14. position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively  | 0.5          | 2.5             | -             | -          |
| 15. define a suitable service procedure plan to meet the clients needs   | 1            | 2               | -             | -          |
| 16. ensure the service plan is as per skin type, skin condition and client needs   | -            | 2               | -             | -          |
| 17. ensure the service plan  | -            | 2               | -             | -          |
| <i>Operate the equipment</i>   | <b>2</b>     | <b>7</b>        | -             | -          |
| 18. select and prepare suitable skin care products to meet the clients needs in line with the client service plan  | 1            | 2               | -             | -          |
| 19. ensure the dials are at zero and mains are off   | -            | 2               | -             | -          |
| 20. switch on the mains and operate the equipment at low intensity to test the equipment   | 0.5          | 1.5             | -             | -          |
| 21. switch off the machine if any malfunction is noticed and report to concerned personnel   | 0.5          | 1.5             | -             | -          |
| <i>Use the equipment for facial beauty services</i>  | <b>8.5</b>   | <b>26.5</b>     | -             | -          |
| 22. clarify the client's understanding and expectation prior to commencement of procedure  | 1            | 2               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 23. explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it  | 1            | 3               | -             | -          |
| 24. adjust the clients position to meet the needs of the service without causing them discomfort   | 0.5          | 2.5             | -             | -          |
| 25. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 0.5          | 2.5             | -             | -          |
| 26. operate the equipment as per manufacturers instructions in line with service procedure requirements  | 1            | 2               | -             | -          |
| 27. apply products as per service plan and in line with procedural guidelines of the manufacturer and organisation standards   | 1            | 3               | -             | -          |
| 28. ensure correct techniques are used for movement  | 1            | 2               | -             | -          |
| 29. ensure the right parameters as per manufacturers instructions, organisation and safety standards are maintained and followed during application  | 0.5          | 1.5             | -             | -          |
| 30. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards   | 0.5          | 2.5             | -             | -          |
| 31. identify contra-actions and necessary subsequent action  | 0.5          | 1.5             | -             | -          |
| 32. ensure the work area is kept clean and tidy during the service   | -            | 2               | -             | -          |
| 33. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client   | 1            | 2               | -             | -          |
| <i>Post-procedure activities</i>   | <b>4.5</b>   | <b>11.5</b>     | -             | -          |
| 34. clean and dismantle the machine as per organisation standards after service  | 0.5          | 2.5             | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 35. ensure electrodes are cleaned, handled and stored as per manufacturers instructions  | 0.5          | 1.5             | -             | -          |
| 36. store equipment as per manufacturers instruction and keep ready for next service   | 0.5          | 1.5             | -             | -          |
| 37. record details of the procedure accurately as per organisational policy and approved practice  | 1            | 1               | -             | -          |
| 38. store information securely in line with the salons policies  | 0.5          | 1.5             | -             | -          |
| 39. ask questions to check with the client their satisfaction with the finished result   | 1            | 2               | -             | -          |
| 40. 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             | -             | -          |
| <b>NOS Total</b>   | <b>23</b>    | <b>77</b>       | -             | -          |

## National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | BWS/N0128   |
| <b>NOS Name</b>            | Operate and apply electrical/electronic equipment for facial beauty services safely and effectively |
| <b>Sector</b>              | Beauty & Wellness   |
| <b>Sub-Sector</b>          | Beauty and Salons   |
| <b>Occupation</b>          | Skincare Services   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | TBD   |
| <b>Version</b>             | 3.0   |
| <b>Last Reviewed Date</b>  | 31/08/2021  |
| <b>Next Review Date</b>    | 08/04/2024  |
| <b>NSQC Clearance Date</b> | 31/08/2021  |



## Qualification Pack

### BWS/N0106: Perform makeup services

#### Description

Provide make-up for a variety of occasions, including day, evening and special occasions. This unit covers the application of vast range of make-up products to suit skin tones and age groups.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Apply make-up for day, evening and special occasions

#### Elements and Performance Criteria

##### *Apply make-up for day, evening and special occasions*

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any
- PC3.** sanitize the hands prior to treatment commencement
- PC4.** prepare the client and provide suitable protective apparel
- PC5.** position self and client throughout procedure to ensure privacy, comfort and wellbeing
- PC6.** define a suitable treatment plan to meet the clients needs
- PC7.** select and prepare suitable skin care and make up products to meet the clients needs and work plan
- PC8.** clarify the client's understanding and expectation prior to commencement of procedure
- PC9.** clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes
- PC10.** conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures
- PC11.** select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards
- PC12.** adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
- PC13.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC14.** 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
- PC15.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC16.** ensure the work area is kept clean and tidy during the service

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- PC17.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC18.** record details of the procedure accurately as per organisational policy and approved practice
- PC19.** store information securely in line with the salons policies
- PC20.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- PC21.** ask questions to check with the client their satisfaction with the finished result
- PC22.** 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 skin and differences in the structure of the skin for different client groups Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU6.** colour wheel and how to use it
- KU7.** hue, tints and other colour aspects relevant to make up
- KU8.** highlighting and contouring with respect to make
- KU9.** use and maintenance of brushes and tools used in make up
- KU10.** range and use of product available for facial beauty service procedures suitable for different skin types and conditions Products: Eye makeup remover, cleansers, astringent/toner, moisturizers, exfoliating products, eye creams / gel, lip balm, serums, massage mediums, masks, sun protection,
- KU11.** ageing and lifestyle effects on the skin and muscle tone
- KU12.** diseases and disorders of the skin
- KU13.** types of make-up products Types of Foundations: Cream, liquid, cake, powder foundation, concealers (foundation concealer, color corrective concealer, camouflage concealer), effect of lighting on the colour of make-up Other make up products: blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), Mascara, lip cosmetics (lip pencil, lipsticks, Lip glosses), etc.
- KU14.** corrective make-up technique to suit the face shape
- KU15.** nose, eye, lip corrective make-up techniques
- KU16.** removal of eye make-up and skin make-up (cleanse, tone, and moisturize)
- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention

## Qualification Pack

- KU19.** difference between disinfecting and sterilising
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)

## Generic Skills (GS)

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

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

## Qualification Pack

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

## Qualification Pack

- 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

## Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Apply make-up for day, evening and special occasions</i>   | <b>24</b>    | <b>76</b>       | -             | -          |
| <b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization   | 1            | 2               | -             | -          |
| <b>PC2.</b> ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any  | 1            | 2               | -             | -          |
| <b>PC3.</b> sanitize the hands prior to treatment commencement  | -            | 3               | -             | -          |
| <b>PC4.</b> prepare the client and provide suitable protective apparel  | 0.5          | 3.5             | -             | -          |
| <b>PC5.</b> position self and client throughout procedure to ensure privacy, comfort and wellbeing  | 1            | 4               | -             | -          |
| <b>PC6.</b> define a suitable treatment plan to meet the clients needs  | 2            | 4               | -             | -          |
| <b>PC7.</b> select and prepare suitable skin care and make up products to meet the clients needs and work plan  | 1            | 4               | -             | -          |
| <b>PC8.</b> clarify the client's understanding and expectation prior to commencement of procedure   | 1.5          | 3.5             | -             | -          |
| <b>PC9.</b> clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes                               | 1            | 4               | -             | -          |
| <b>PC10.</b> conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures   | 1            | 4               | -             | -          |
| <b>PC11.</b> select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards | 1.5          | 4.5             | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC12.</b> adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required   | 1            | 5               | -             | -          |
| <b>PC13.</b> adjust the clients position to meet the needs of the service without causing them discomfort   | 0.5          | 3.5             | -             | -          |
| <b>PC14.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required         | 1            | 3               | -             | -          |
| <b>PC15.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards   | 2            | 4               | -             | -          |
| <b>PC16.</b> ensure the work area is kept clean and tidy during the service   | -            | 3               | -             | -          |
| <b>PC17.</b> dispose waste materials as per organisational standards in a safe and hygienic manner  | 0.5          | 2.5             | -             | -          |
| <b>PC18.</b> record details of the procedure accurately as per organisational policy and approved practice  | 2.5          | 2.5             | -             | -          |
| <b>PC19.</b> store information securely in line with the salons policies  | 2            | 3               | -             | -          |
| <b>PC20.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client   | 1            | 4               | -             | -          |
| <b>PC21.</b> ask questions to check with the client their satisfaction with the finished result   | 1            | 3               | -             | -          |
| <b>PC22.</b> thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor | 1            | 4               | -             | -          |
| <b>NOS Total</b>  | <b>24</b>    | <b>76</b>       | -             | -          |



## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                         |
|----------------------------|-------------------------|
| <b>NOS Code</b>            | BWS/N0106               |
| <b>NOS Name</b>            | Perform makeup services |
| <b>Sector</b>              | Beauty & Wellness       |
| <b>Sub-Sector</b>          | Beauty and Salons       |
| <b>Occupation</b>          | Skincare Services       |
| <b>NSQF Level</b>          | 4                       |
| <b>Credits</b>             | TBD                     |
| <b>Version</b>             | 3.0                     |
| <b>Last Reviewed Date</b>  | 24/02/2022              |
| <b>Next Review Date</b>    | 01/08/2024              |
| <b>NSQC Clearance Date</b> | 24/02/2022              |

## Qualification Pack

### BWS/N0105: Perform hair removal services

#### Description

Consult, prepare, plan and perform various waxing techniques to remove hair in the areas of face, legs, underarm, and bikini line and provide after care advise.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Prepare self and client for service
  2. Manage the client during depilation service
  3. Perform waxing of general body & bikini wax, threading for hair removal
  4. Performing post-procedure tasks

#### Elements and Performance Criteria

##### *Prepare self and client for service*

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 salon
  2. sanitize the hands effectively prior to service commencement using a hand sanitiser
  3.
    - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
    - Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.
    - Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
  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, including with guardians for minors
  5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan
- Manage the client during depilation services

##### *Manage the client during depilation services*

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

6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service
7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
  - maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client
  - Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.
9. 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

## Qualification Pack

10. estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations
11. complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards

### *Perform waxing of general body for hair removal*

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

12. conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any
13.
  - carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon
  - Tools: Wax strips, applicator, wax warmer, etc.
  - Materials: Hot wax, cold wax, cooling gel, etc.
  - Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.
14. apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions
15. apply and remove the wax according to the direction of hair growth and manufacturer's instructions

### *Perform bikini waxing*

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

16. consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards
17. select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements
18. prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure
19. perform application and removal of waxing as per the hair growth pattern of the application area
20. ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated
21. position the client correctly for ease and effectiveness of the service and client comfort
22. apply correct techniques for application of wax to the pubic area
23. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service
24. give aftercare advice to the client as per their needs and organisational standards

### *Perform threading for hair removal*

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

25.
  - carry out the process using the tools and materials and as per process laid down by the salon
  - Tools: Scissors, tweezers, etc.
  - Materials: Threads, cream, etc.
26. ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread
27. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service

## Qualification Pack

**28.** ensure the work area is kept clean and tidy during the service

### *Perform post-procedure tasks*

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

- 29.** 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
- 30.** discontinue service, and do not provide advice and recommendations where contra-actions occur
- 31.** clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards
- 32.** record the therapy details accurately as required by the organisation policies and procedures in a timely manner
- 33.** store information securely in line with the salons policies
- 34.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- 35.** ask questions to check with the client their satisfaction with the finished result
- 36.** 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
- 37.** minimize the wastage of products by using products economically and following correct storage procedures as per manufacturers instructions
- 38.** store chemicals and equipment securely post service
- 39.** dispose all waste safely according to the salons standards of hygiene and safety

## 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 B.TechnicalKnowledge
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** allergies, contraindications, contra actions (Erythema) service plans and respective necessary action
- KU6.** anatomical structure, function, characteristics of skin types 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.** hair structure, growth cycle and types of hair Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU8.** circulatory system, functions of blood, arteries, veins, blood composition and circulation
- KU9.** types of equipment and products used for waxing

## Qualification Pack

- KU10.** functions and purpose of pre-wax products
- KU11.** ingredients and composition of waxing products Products: Warm wax, sugar paste, strip sugar and hot wax
- KU12.** types of products suitable for skin irritations
- KU13.** correct positioning of the client to carry out the threading service
- KU14.** removal of hair by threading on areas of face and body Areas of face and body: Upper lips, sides of face, forehead and chin, forearm, abdomen
- KU15.** threading techniques Techniques: Hand loop, mouth threading, stretching
- KU16.** products, materials, tools and equipment for threading Products: Hand sanitizer, henna, surgical spirit, soothing lotion, powder or gel, Materials: Thread, cotton, towel, headband, Tools and Equipment: Trolley, brow pencil, magnifying lamp, mirror, eye brow brush and comb, mascara brush
- KU17.** procedure to be followed in case of a blood spot/ nipping/ cut Procedure: Apply pressure, clean with an antiseptic, change thread, clean with damp cotton
- KU18.** other methods of temporary hair removal and the effect of these methods on the waxing process Methods: e.g. tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts
- KU19.** cross infection, cross infestation - their causes and precautions for prevention
- KU20.** contact dermatitis, its causes and precautions for prevention
- KU21.** difference between disinfecting and sterilising
- KU22.** anatomy and physiology that relates to intimate waxing
- KU23.** contra-indications and contra-actions to sensitive area and intimate waxing services

## Generic Skills (GS)

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

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

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- 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
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation



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- 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



## Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare self and client for service</i>   | <b>2.5</b>   | <b>7.5</b>      | -             | -          |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon  | 0.5          | 1.5             | -             | -          |
| 2. sanitize the hands effectively prior to service commencement using a hand sanitiser   | -            | 1               | -             | -          |
| 3. <ul style="list-style-type: none"> <li>prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</li> <li>Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.</li> <li>Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</li> </ul> | 1            | 2               | -             | -          |
| 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, including with guardians for minors  | 0.5          | 1.5             | -             | -          |
| 5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan<br>Manage the client during depilation services  | 0.5          | 1.5             | -             | -          |
| <i>Manage the client during depilation services</i>  | <b>4</b>     | <b>12</b>       | -             | -          |
| 6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service   | 0.5          | 1.5             | -             | -          |
| 7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client  | 1            | 3               | -             | -          |

## Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>8.</b> <ul style="list-style-type: none"> <li>maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client</li> <li>Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.</li> </ul>  | 0.5          | 1.5             | -             | -          |
| <b>9.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required   | 0.5          | 1.5             | -             | -          |
| <b>10.</b> estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations  | 0.5          | 1.5             | -             | -          |
| <b>11.</b> complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards   | 1            | 3               | -             | -          |
| <i>Perform waxing of general body for hair removal</i>   | <b>3.5</b>   | <b>10.5</b>     | -             | -          |
| <b>12.</b> conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any   | 1            | 3               | -             | -          |
| <b>13.</b> <ul style="list-style-type: none"> <li>carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon</li> <li>Tools: Wax strips, applicator, wax warmer, etc.</li> <li>Materials: Hot wax, cold wax, cooling gel, etc.</li> <li>Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.</li> </ul> | 1            | 3               | -             | -          |
| <b>14.</b> apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions  | 1            | 2               | -             | -          |
| <b>15.</b> apply and remove the wax according to the direction of hair growth and manufacturer's instructions  | 0.5          | 2.5             | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform bikini waxing</i>  | <b>6</b>     | <b>19</b>       | -             | -          |
| <b>16.</b> consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards                         | 1            | 3               | -             | -          |
| <b>17.</b> select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements                     | 0.5          | 1.5             | -             | -          |
| <b>18.</b> prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure  | 1            | 2               | -             | -          |
| <b>19.</b> perform application and removal of waxing as per the hair growth pattern of the application area   | 0.5          | 2.5             | -             | -          |
| <b>20.</b> ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated       | 0.5          | 1.5             | -             | -          |
| <b>21.</b> position the client correctly for ease and effectiveness of the service and client comfort   | 0.5          | 2.5             | -             | -          |
| <b>22.</b> apply correct techniques for application of wax to the pubic area  | 1            | 3               | -             | -          |
| <b>23.</b> instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service                                | 0.5          | 1.5             | -             | -          |
| <b>24.</b> give aftercare advice to the client as per their needs and organisational standards  | 0.5          | 1.5             | -             | -          |
| <i>Perform threading for hair removal</i>   | <b>1.5</b>   | <b>7.5</b>      | -             | -          |
| <b>25.</b><br>• carry out the process using the tools and materials and as per process laid down by the salon<br>• Tools: Scissors, tweezers, etc.<br>• Materials: Threads, cream, etc. | 0.5          | 2.5             | -             | -          |
| <b>26.</b> ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread  | 0.5          | 1.5             | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 27. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service   | 0.5          | 1.5             | -             | -          |
| 28. ensure the work area is kept clean and tidy during the service   | -            | 2               | -             | -          |
| <i>Perform post-procedure tasks</i>  | <b>7.5</b>   | <b>18.5</b>     | -             | -          |
| 29. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required         | 0.5          | 2.5             | -             | -          |
| 30. discontinue service, and do not provide advice and recommendations where contra-actions occur  | 1            | 2               | -             | -          |
| 31. clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards   | 0.5          | 1.5             | -             | -          |
| 32. record the therapy details accurately as required by the organisation policies and procedures in a timely manner   | 1            | 1               | -             | -          |
| 33. store information securely in line with the salons policies  | 1            | 1               | -             | -          |
| 34. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client   | 1            | 2               | -             | -          |
| 35. ask questions to check with the client their satisfaction with the finished result   | 0.5          | 1.5             | -             | -          |
| 36. 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            | 2               | -             | -          |
| 37. minimize the wastage of products by using products economically and following correct storage procedures as per manufacturers instructions   | 0.5          | 2.5             | -             | -          |
| 38. store chemicals and equipment securely post service  | 0.5          | 1.5             | -             | -          |

## Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 39. dispose all waste safely according to the salons standards of hygiene and safety | -            | 1               | -             | -          |
| <b>NOS Total</b>   | <b>25</b>    | <b>75</b>       | <b>-</b>      | <b>-</b>   |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                               |
|----------------------------|-------------------------------|
| <b>NOS Code</b>            | BWS/N0105                     |
| <b>NOS Name</b>            | Perform hair removal services |
| <b>Sector</b>              | Beauty & Wellness             |
| <b>Sub-Sector</b>          | Beauty and Salons             |
| <b>Occupation</b>          | Skincare Services             |
| <b>NSQF Level</b>          | 4                             |
| <b>Credits</b>             | TBD                           |
| <b>Version</b>             | 3.0                           |
| <b>Last Reviewed Date</b>  | 24/02/2022                    |
| <b>Next Review Date</b>    | 01/08/2024                    |
| <b>NSQC Clearance Date</b> | 24/02/2022                    |

## **BWS/N0104: Perform skincare services**

### **Description**

Provide facial skin care services to enhance facial skin condition.

### **Scope**

The scope covers the following :

- This unit/task covers the following:
  - 1. Perform skin care services including
    - a. exfoliation
    - b. skin warming
    - c. comedone extraction
    - d. facial massage
    - e. mask applications
    - f. moisturising

### **Elements and Performance Criteria**

#### *Perform skincare services*

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service
3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
4.
  - carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon
  - Facials: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin
5. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any
6.
  - clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques
  - Deep cleansing techniques: eg. gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.
7.
  - use an exfoliation technique suitable for the client's skin type and skin condition
  - Skin type: Oily, dry, normal, combination, sensitive
  - Exfoliation techniques: Mechanical, chemical; clay exfoliants, biochemical skin peels, masks, enzymes, retinol, hydroxyl acids, pore grains
8.
  - use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition
  - Skin warming techniques: warm towel, steam, etc.
9.
  - provide facial massage using a medium and techniques suitable for the clients skin type and condition
  - Medium: Oil, cream
  - Techniques: Effleurage, petrissage, tapotement



## Qualification Pack

10. apply masks evenly and neatly, covering the area to be treated completely
11. remove masks as per the recommended time frame mentioned in manufacturers instructions or organisational standards
12. carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized
13. complete the therapy to the satisfaction of the client in a commercially acceptable time
14. 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
15. record details of the therapy accurately as per organisation policy and procedures
16. store information securely in line with the salons policies
17. provide specific after-procedure, homecare advice and recommendations form product use and further services 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, function, characteristics of 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)
- KU6.** differences in the structure of the skin for different client groups
- KU7.** principles and practice of skin procedures relevant to beauty services
- KU8.** contra-indications and respective necessary actions
- KU9.** contra-actions and respective necessary subsequent actions
- KU10.** applicable legislation relating to the workplace (Legislation for workplace: eg. health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU11.** characteristics of skin types and skin conditions
- KU12.** position and action of the facial, neck and shoulder muscles
- KU13.** position of head, face, neck, chest and shoulder girdle bones and skeletal function
- KU14.** circulatory system, functions of blood, arteries, veins, blood composition and circulation and lymphatic system.
- KU15.** effect of the natural ageing process on the skin and muscle tone
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** importance of keeping accurate records of services, clients and product usage (inventory)

## Generic Skills (GS)

## Qualification Pack

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

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

## Qualification Pack

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

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- 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>Perform skincare services</i>   | <b>26</b>    | <b>74</b>       | -             | -          |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon  | 1            | 4               | -             | -          |
| 2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service  | 1            | 5               | -             | -          |
| 3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client  | 2            | 6               | -             | -          |
| 4.<br>• carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon<br>• Facials: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin  | 2            | 5               | -             | -          |
| 5. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any   | 2            | 4               | -             | -          |
| 6.<br>• clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques<br>• Deep cleansing techniques: eg. gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.  | 1            | 5               | -             | -          |
| 7.<br>• use an exfoliation technique suitable for the client's skin type and skin condition<br>• Skin type: Oily, dry, normal, combination, sensitive<br>• Exfoliation techniques: Mechanical, chemical; clay exfoliants, biochemical skin peels, masks, enzymes, retinol, hydroxyl acids, pore grains | 2            | 5               | -             | -          |
| 8.<br>• use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition<br>• Skin warming techniques: warm towel, steam, etc.   | 1.5          | 4.5             | -             | -          |

## Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>9.</b> <ul style="list-style-type: none"> <li>provide facial massage using a medium and techniques suitable for the clients skin type and condition</li> <li>Medium: Oil, cream</li> <li>Techniques: Effleurage, petrissage, tapotement</li> </ul> | 2            | 5               | -             | -          |
| <b>10.</b> apply masks evenly and neatly, covering the area to be treated completely  | 1            | 5               | -             | -          |
| <b>11.</b> remove masks as per the recommended time frame mentioned in manufacturers instructions or organisational standards   | 1            | 4               | -             | -          |
| <b>12.</b> carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized   | 2            | 5               | -             | -          |
| <b>13.</b> complete the therapy to the satisfaction of the client in a commercially acceptable time   | 1            | 4               | -             | -          |
| <b>14.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required   | 1            | 4               | -             | -          |
| <b>15.</b> record details of the therapy accurately as per organisation policy and procedures   | 2.5          | 2.5             | -             | -          |
| <b>16.</b> store information securely in line with the salons policies  | 2            | 3               | -             | -          |
| <b>17.</b> provide specific after-procedure, homecare advice and recommendations form product use and further services to the client  | 1            | 3               | -             | -          |
| <b>NOS Total</b>  | <b>26</b>    | <b>74</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                           |
|----------------------------|---------------------------|
| <b>NOS Code</b>            | BWS/N0104                 |
| <b>NOS Name</b>            | Perform skincare services |
| <b>Sector</b>              | Beauty & Wellness         |
| <b>Sub-Sector</b>          | Beauty and Salons         |
| <b>Occupation</b>          | Skincare Services         |
| <b>NSQF Level</b>          | 4                         |
| <b>Credits</b>             | TBD                       |
| <b>Version</b>             | 3.0                       |
| <b>Last Reviewed Date</b>  | 24/02/2022                |
| <b>Next Review Date</b>    | 01/08/2024                |
| <b>NSQC Clearance Date</b> | 24/02/2022                |



## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Preparing self and client*

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

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

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

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

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

## Qualification Pack

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

### Post Service procedures

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

20. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
21. clean the treated area and use a suitable soothing product
22. complete the therapy to the satisfaction of the guest in a commercially acceptable time
23. record the therapy accurately and store information securely in line with the organizations policies
24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
25. ask questions to check with the client their satisfaction with the finished result
26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

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

## Generic Skills (GS)

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

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

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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

## Qualification Pack

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

## Assessment Criteria

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



## Qualification Pack

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



### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## 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 70% 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 : 70

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

### Assessment Weightage

Compulsory NOS

| National Occupational Standards   | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|---|--------------|-----------------|---------------|------------|-------------|------------|
| BWS/N9002.Maintain health and safety at the workplace   | 33           | 67              | -             | -          | 100         | 10         |
| BWS/N9003.Create a positive impression at the workplace   | 36           | 64              | -             | -          | 100         | 10         |
| BWS/N9001.Prepare and maintain work area  | 30           | 70              | -             | -          | 100         | 10         |
| BWS/N0129.Perform salon reception duties  | 34           | 66              | -             | -          | 100         | 10         |
| BWS/N0128.Operate and apply electrical/electronic equipment for facial beauty services safely and effectively | 23           | 77              | -             | -          | 100         | 15         |
| BWS/N0106.Perform makeup services   | 24           | 76              | -             | -          | 100         | 10         |
| BWS/N0105.Perform hair removal services   | 25           | 75              | -             | -          | 100         | 10         |
| BWS/N0104.Perform skincare services   | 26           | 74              | -             | -          | 100         | 15         |
| BWS/N0401.Provide manicure and pedicure services  | 20           | 80              | -             | -          | 100         | 10         |
| <b>Total</b>  | <b>251</b>   | <b>649</b>      | <b>-</b>      | <b>-</b>   | <b>900</b>  | <b>100</b> |

## Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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