



# Hair Dresser & Stylist

Provide shaving services

QP Code: BWS/Q0202

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/Q0202: Hair Dresser & Stylist

#### Brief Job Description

A hair dresser & stylist is a professionally trained individual who specialises in haircare treatments. A hair dresser & stylist performs various duties such as shampooing, trimming, cutting, blow drying, colouring and treatment for hair damage and repair. A hair dresser & stylist needs to understand the intricacies of cutting and styling hair, while also knowing how to keep hair healthy.

#### Personal Attributes

This job requires an individual with experience in hair care treatments to provide a range of 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/N0202: Shampoo, condition the hair and scalp](#)
2. [BWS/N0211: Perform hair relaxing and straightening services](#)
3. [BWS/N0210: Perm and neutralize hair](#)
4. [BWS/N0209: Colour and lighten hair](#)
5. [BWS/N0208: Perform hair styling and dressing](#)
6. [BWS/N0207: Cut hair](#)
7. [BWS/N0206: Perform Indian head massage and hair spa services](#)
8. [BWS/N0205: Perform blow drying of hair](#)
9. [BWS/N9002: Maintain health and safety of workplace](#)
10. [BWS/N9003: Create a positive impression at the workplace](#)
11. [BWS/N9001: Prepare and maintain work area](#)

##### Options(Not mandatory):

Option : Provide shaving services

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### 1. [BWS/N0231: Provide shaving services.](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0200
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class with 2 Years of experience as an Assistant Hair Dresser and Stylist OR Certificate (B&WSSC NSQF Level-3 course in Assistant Hair Dresser & Stylist) with 1 Year of experience
<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/04491
<b>NQR Version</b>	1

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### BWS/N0202: Shampoo, condition the hair and scalp

#### Description

Shampoo, condition and treat the hair using a range of products and massage techniques.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Prepare self and client
  2. Shampoo and condition the hair

#### Elements and Performance Criteria

##### *Prepare self and client*

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout service to ensure privacy, comfort and safety
3.
  - 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.)
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
6. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients needs and service plan

##### *Shampoo, condition the hair*

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

7. carry out the procedure using methods that minimise risk of cross infection
8. apply shampoo using rotary massage technique
9. carry out and adapt massage techniques to suit the client needs and to perform the service plan
10. check the water temperature and flow to meet the needs of the service procedure and client comfort
11. leave the hair clean and free of products, dirt, and grease after the shampoo
12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process
13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service

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14. detangle hair without causing damage to hair or scalp using a tooth comb
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
17. promptly refer problems that cannot be solved to the relevant superior for action
18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs
19. ensure the work area is kept clean and tidy during the service
20. dispose waste materials as per organisational standards in a safe and hygienic manner
21. record the service details accurately as per salon policy and procedures
22. store information securely in line with the salons policies and procedures
23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards
24. ask questions to check with the client their satisfaction with the finished result
25. 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
26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturers instructions

## 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.** hair and scalp conditions, causes and contra-indications to scalp massage
- KU6.** shampooing, conditioning and massage techniques and equipment
- KU7.** anatomical hair structure and hair shaft(Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous glandShaft: Medulla, cortex, cuticle)
- KU8.** contra-indications and respective necessary action
- KU9.** action of shampoo and water to cleanse hair
- KU10.** consequences of using incorrect products on hair and scalp
- KU11.** contra-actions and respective necessary subsequent actions
- KU12.** cross infection and its causes and precautions for prevention
- KU13.** factors that affect scalp massage
- KU14.** safety considerations for shampooing and conditioning of hair
- KU15.** various types of shampoo and conditioning products and some common brands

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- KU16.** tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures
- KU17.** importance of using products economically and as per manufacturers instructions
- KU18.** importance of proper storage of products, tools and equipment
- KU19.** customer service principles including privacy and protection to modesty of the customers
- KU20.** 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

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- 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 organisation 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



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- 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 self and client</i>	<b>7</b>	<b>16</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	-
2. position self and client throughout service to ensure privacy, comfort and safety	1	3	-	-
3. <ul style="list-style-type: none"> <li>prepare yourself, the client and work area for shampoo and conditioning services</li> <li>Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc.</li> <li>Client: provide suitable protective apparel, remove jewellery, etc.</li> <li>Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.)</li> </ul>	1	3	-	-
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures	1.5	2.5	-	-
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1.5	2.5	-	-
6. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients needs and service plan	1	3	-	-
<i>Shampoo, condition the hair</i>	<b>20</b>	<b>57</b>	-	-
7. carry out the procedure using methods that minimise risk of cross infection	1.5	4.5	-	-
8. apply shampoo using rotary massage technique	1	2	-	-
9. carry out and adapt massage techniques to suit the client needs and to perform the service plan	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. check the water temperature and flow to meet the needs of the service procedure and client comfort	1	3	-	-
11. leave the hair clean and free of products, dirt, and grease after the shampoo	0.5	2.5	-	-
12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process	1	4	-	-
13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service	1	3	-	-
14. detangle hair without causing damage to hair or scalp using a tooth comb	1	4	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	3.5	-	-
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
17. promptly refer problems that cannot be solved to the relevant superior for action	1.5	1.5	-	-
18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs	1	3	-	-
19. ensure the work area is kept clean and tidy during the service	-	3	-	-
20. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
21. record the service details accurately as per salon policy and procedures	1.5	1.5	-	-
22. store information securely in line with the salons policies and procedures	1.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards	1	2	-	-
24. ask questions to check with the client their satisfaction with the finished result	1.5	2.5	-	-
25. 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	-	-
26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturers instructions	1	2	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0202
<b>NOS Name</b>	Shampoo, condition the hair and scalp
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare Services
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	01/08/2024
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0211: Perform hair relaxing and straightening services

#### Description

Provide specialised, relaxing services by analysing and identifying influencing factors.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Perform hair relaxing and straightening services

#### Elements and Performance Criteria

##### *Perform hair relaxing and straightening 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.
  - prepare yourself, the client and work area for the relaxing and straightening services
  - Yourself: Sanitize the hands prior to service commencement
  - Client: Provide suitable protective apparel, remove jewellery, etc.
  - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)
3. position self and client to ensure privacy, comfort and safety, throughout the service
4. ensure a guardian/parent is present for minors under age 14
5. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results (Test: Elasticity, porosity, incompatibility, strand)
6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely
7. apply pre relaxing products to protect the scalp and even out the porosity of the hair
8.
  - carry out relaxing services using relevant application techniques
  - (Techniques: Top, top and bottom, hand)
9. monitor accurately the development of relaxing process
10. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
11. 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
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
13. ensure the work area is kept clean and tidy during the service
14. use work methods to minimise wastage
15. dispose waste materials as per organisational standards in a safe and hygienic manner

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

16. record details of the procedure accurately as per organisational policy and approved practice

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17. store information securely in line with the salons policies
18. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client
19. ask questions to check with the client their satisfaction with the finished result
20. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
  - environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
  - structure of the hair, shaft and basic principles of hair growth
  - 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)
- KU6.** relaxing, products, tools and equipment used for relaxing service
- KU7.** hair and scalp conditions and causes
- KU8.** influencing factors to be considered before and during relaxing service
- KU9.** various hair straightening services(Hair straightening services : Smoothing/ Keratin application Straightening, rebounding and relaxing)
- KU10.** contra-indications and respective necessary actions
- KU11.** contra-actions and respective necessary subsequent actions
- KU12.** selecting the correct product according to the hair type to achieve the desired result
- KU13.** pre and post-tests to be conducted for relaxing service (Tests: Elasticity test, porosity test, incompatibility test and hair cutting test)
- KU14.** pH scale on the hair structure
- KU15.** cross infection, cross infestation - their causes and precautions for prevention
- KU16.** contact dermatitis, its causes and precautions for prevention
- KU17.** difference between disinfecting and sterilising
- KU18.** importance of using products economically and storing products correctly to minimize wastage
- KU19.** customer service principles including privacy and protection to modesty of the customers
- KU20.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU21.** importance of keeping accurate records of services, clients and product usage (inventory)

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### 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 ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients B. Professional Skills Decision Making
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards



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- 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 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 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 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

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- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed Critical Thinking
- 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

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform hair relaxing and straightening services</i>	<b>17.5</b>	<b>58.5</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	3	-	-
2. <ul style="list-style-type: none"> <li>prepare yourself, the client and work area for the relaxing and straightening services</li> <li>Yourself: Sanitize the hands prior to service commencement</li> <li>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	4	-	-
3. position self and client to ensure privacy, comfort and safety, throughout the service	1	4	-	-
4. ensure a guardian/parent is present for minors under age 14	-	3	-	-
5. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results(Test: Elasticity, porosity, incompatibility, strand)	2	4	-	-
6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely	1	4	-	-
7. apply pre relaxing products to protect the scalp and even out the porosity of the hair	1.5	4.5	-	-
8. <ul style="list-style-type: none"> <li>carry out relaxing services using relevant application techniques</li> <li>(Techniques: Top, top and bottom, hand)</li> </ul>	2	4	-	-
9. monitor accurately the development of relaxing process	2	5	-	-
10. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action	2	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. 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	-	-
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	6	-	-
13. ensure the work area is kept clean and tidy during the service	-	3	-	-
14. use work methods to minimise wastage	0.5	3.5	-	-
15. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
	<b>8.5</b>	<b>15.5</b>	-	-
16. record details of the procedure accurately as per organisational policy and approved practice	2	3	-	-
17. store information securely in line with the salons policies	1	3	-	-
18. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client	2	3	-	-
19. ask questions to check with the client their satisfaction with the finished result	2	3	-	-
20. 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	1.5	3.5	-	-
<b>NOS Total</b>	<b>26</b>	<b>74</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0211
<b>NOS Name</b>	Perform hair relaxing and straightening services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/N0210: Perm and neutralize hair

#### Description

Create a variety of looks using basic perming techniques.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Create a variety of looks using basic perming techniques

#### Elements and Performance Criteria

##### *Create a variety of looks using basic perming techniques*

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. consult the client by questioning to identify contra-indications to hair and haircare products
3.
  - prepare yourself, the client and work area for perming and neutralising services where required
  - Yourself: Sanitize the hands prior to service commencement
  - Client: Provide suitable protective apparel, remove jewellery, etc.
  - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. position self and client to ensure privacy, comfort and safety, throughout the service
5. use suitable consultation techniques to identify the clients wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors(Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations)
6. ensure a guardian or parent is present while providing service to minors
7. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results(Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, pH test)
8. select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely
9. use a perm curler and relevant winding techniques effectively and safely to carry out perming(Winding Techniques: Spiral perm, ladder perm, body wave perm, soft perm)
10. combine and adapt perming and sectioning techniques to achieve desired perm effect(Sectioning techniques: Brick, nine section, directional, piggy back)
11. monitor accurately the development of perming process as required and take a development test curl as required
12. stop the perm development and neutralize the hair when the required degree of the curl is established
13. leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques

## Qualification Pack

14. apply a suitable post-perm conditioner or procedure to the hair following manufacturers instructions
15. promptly refer problems that cannot be solved to the relevant person/ senior hair dresser & stylist for action
16. ensure the work area is kept clean and tidy during the service
17. use work methods to minimise wastage
18. dispose waste materials as per organisational standards in a safe and hygienic manner
19. 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
20. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
21. record details of the procedure accurately as per organisational policy and procedures
22. store information securely in line with the salons policies
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
24. ask questions to check with the client their satisfaction with the finished result
25. 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.** structure of the hair, shaft and basic principles of hair growth (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)
- KU6.** hair and scalp conditions and causes
- KU7.** perm lotions, products, tools and equipment, winding techniques used for perming and neutralising
- KU8.** skin test, pre-perm test curl, incompatibility test, development test curl
- KU9.** post-perm conditioners
- KU10.** pH scale and its effects on hair structure (Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, ph test)
- KU11.** types and causes of problems during and after perming procedure (fish hooks, uneven curl, curl too loose or too tight)
- KU12.** effects of perm and neutralising lotion on the hair structure and the effects of temperature on the perming process

## Qualification Pack

- KU13.** contra-indications and respective necessary actions
- KU14.** contra-actions and respective necessary subsequent actions
- KU15.** cross infection, cross infestation - their causes and precautions for prevention
- KU16.** contact dermatitis, its causes and precautions for prevention
- KU17.** difference between disinfecting and sterilising
- KU18.** importance of using products economically and storing products correctly to minimize wastage
- KU19.** customer service principles including privacy and protection to modesty of the customers
- KU20.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU21.** 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 Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task



## Qualification Pack

- 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 organisation 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 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

## Qualification Pack

- 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 Critical Thinking
- 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>Create a variety of looks using basic perming techniques</i>	<b>28</b>	<b>72</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	3	-	-
2. consult the client by questioning to identify contra-indications to hair and haircare products	1	4	-	-
3. <ul style="list-style-type: none"> <li>prepare yourself, the client and work area for perming and neutralising services where required</li> <li>Yourself: Sanitize the hands prior to service commencement</li> <li>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	3	-	-
4. position self and client to ensure privacy, comfort and safety, throughout the service	2	4	-	-
5. use suitable consultation techniques to identify the clients wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors(Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations)	2	4	-	-
6. ensure a guardian or parent is present while providing service to minors	1	3	-	-
7. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results(Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, pH test)	2	3	-	-
8. select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
9. use a perm curler and relevant winding techniques effectively and safely to carry out perming(Winding Techniques: Spiral perm, ladder perm, body wave perm, soft perm)	2	3	-	-
10. combine and adapt perming and sectioning techniques to achieve desired perm effect(Sectioning techniques: Brick, nine section, directional, piggy back)	1	4	-	-
11. monitor accurately the development of perming process as required and take a development test curl as required	2	3	-	-
12. stop the perm development and neutralize the hair when the required degree of the curl is established	1	3	-	-
13. leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques	1	3	-	-
14. apply a suitable post-perm conditioner or procedure to the hair following manufacturers instructions	1	3	-	-
15. promptly refer problems that cannot be solved to the relevant person/ senior hair dresser & stylist for action	1	2	-	-
16. ensure the work area is kept clean and tidy during the service	-	2	-	-
17. use work methods to minimise wastage	1	2	-	-
18. dispose waste materials as per organisational standards in a safe and hygienic manner	1	3	-	-
19. 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	-	-
20. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. record details of the procedure accurately as per organisational policy and procedures	1	2	-	-
22. store information securely in line with the salons policies	1	2	-	-
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	3	-	-
24. ask questions to check with the client their satisfaction with the finished result	-	2	-	-
25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	1	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0210
<b>NOS Name</b>	Perm and neutralize hair
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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

## BWS/N0209: Colour and lighten hair

### Description

Perform a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.

### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Perform a variety of coloring techniques such as full head, regrowth and highlighting and/or low-lighting

### Elements and Performance Criteria

*Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting*

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. consult the client by questioning to identify contra-indications to hair color products
3. prepare yourself, the client and work area for hair colouring and lightening services where required  
Yourself: Sanitize the hands prior to service commencement  
Client: Provide suitable protective apparel, remove jewellery, etc.  
Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. position self and client to ensure privacy, comfort and safety, throughout the service
5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
7. mix the colours accurately as per manufacturer instructions
8.
  - apply colours in sections neatly, taking into account various influencing factors
  - Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.
9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
10. apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas
11. monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development
12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products
13. apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions
14. work minimising wastage of products

## Qualification Pack

15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
17. record details of the procedure accurately as per organisation standards
18. store information securely in line with the salons policies
19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client
20. ensure the work area is kept clean and tidy during the service
21. use work methods to minimise wastage
22. dispose waste materials as per organisational standards in a safe and hygienic manner
23. ask questions to check with the client their satisfaction with the finished result
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** 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.**
  - hair structure and hair shaft
  - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
  - Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** hair examination and principles of colouring
- KU8.** international colour chart
- KU9.** permanent, semi-permanent and temporary colors
- KU10.** natural base, undercoats, numbering system
- KU11.** colour application principles and procedures principles and procedures: global colouring, gray coverage, re-growth, highlighting, lowlighting and colour correction
- KU12.** types of colouring products and their effect on hair structure
- KU13.**
  - colouring techniques, colouring products, bleaching products, conditioners and post-colour procedures
  - Techniques: hair highlighting, basic foil highlighting, streaking cap, frosting, blocking/ paneling, ombre, balayage
- KU14.** tools and equipment used for colouring
- KU15.** restoring the hair to its natural pH using conditioner
- KU16.** cross infection, cross infestation - their causes and precautions for prevention



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- KU17.** contact dermatitis, its causes and precautions for prevention
- KU18.** difference between disinfecting and sterilising
- KU19.** importance of using products economically and storing products correctly to minimize wastage
- 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 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
- 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

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- 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 organisation 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

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- 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>Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting</i>	<b>27</b>	<b>73</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	3	-	-
2. consult the client by questioning to identify contra-indications to hair color products	1.5	3.5	-	-
3. prepare yourself, the client and work area for hair colouring and lightening services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.	1	4	-	-
4. position self and client to ensure privacy, comfort and safety, throughout the service	1.5	3.5	-	-
5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely	1.5	3.5	-	-
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1	3	-	-
7. mix the colours accurately as per manufacturer instructions	1	4	-	-
8. • apply colours in sections neatly, taking into account various influencing factors • Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.	1	4	-	-
9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action	1	4	-	-
10. apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development	2	3	-	-
12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products	1	4	-	-
13. apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions	1.5	3.5	-	-
14. work minimising wastage of products	-	2	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	2	3	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards	2	3	-	-
17. record details of the procedure accurately as per organisation standards	1	2	-	-
18. store information securely in line with the salons policies	1	3	-	-
19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client	1	4	-	-
20. ensure the work area is kept clean and tidy during the service	0.5	2.5	-	-
21. use work methods to minimise wastage	0.5	1.5	-	-
22. dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	-
23. ask questions to check with the client their satisfaction with the finished result	1	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	2	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0209
<b>NOS Name</b>	Colour and lighten hair
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/N0208: Perform hair styling and dressing

#### Description

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

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Perform hair styling and dressing

#### Elements and Performance Criteria

##### *Perform hair styling and dressing*

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

1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors  
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations
2. ensure a guardian/parent is present for minors under age 14
3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results
4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look
5. perform back combing /back brushing technique as required
6. control and secure hair effectively into place, during dressing
7. dress the hair to the satisfaction of the client
8. position self and client to ensure privacy, comfort and safety, throughout the service
9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
10. apply finishing product following manufacturers instructions to maintain the style
11. ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)
12. ask questions to check with the client their satisfaction with the finished result
13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage
14. use work methods to minimise wastage
15. dispose waste materials as per organisational standards in a safe and hygienic manner
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
17. record details of the procedure accurately as per organisational policy and procedures



## Qualification Pack

18. store information securely in line with the salons policies
19. provide specific after-procedure, homecare advice and recommendations for 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 standards and 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.**
  - structure of the hair and basic principles of hair growth
  - 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
- KU6.** hair and scalp conditions and causes
- KU7.** classification of hair Classification: Straight, wavy, curly, very curly
- KU8.** contra indications for hair processes
- KU9.** planning the style according to the occasion
- KU10.** factors that influence services Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU11.** various styles of dressing hair Styles: Plait, twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, finger waves, wet/dry setting, added hair, hot rollers, up-dos, iron curls, hair accessories
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** heated styling equipment Factors: straighteners, tongs, etc.
- KU14.** range and application of finishing products
- KU15.** effects that can be achieved by curling on and off base
- KU16.** physical effects of styling on hair structure
- KU17.** current techniques for blow drying, finger drying and finishing hair
- KU18.** importance of adapting temperature of equipment to suit different hair types
- KU19.** importance of cooling hair prior to finishing
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU22.** importance of using products economically and storing products correctly to minimize wastage
- KU23.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

## Qualification Pack

**KU24.** importance of following policy and procedures while providing service to minors

### 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 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

## Qualification Pack

- GS26.** decide on course of action by recalling organisation 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
- 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

## Qualification Pack

- 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>Perform hair styling and dressing</i>	<b>27</b>	<b>73</b>	-	-
<b>1.</b> <ul style="list-style-type: none"> <li>use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors</li> <li>Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations</li> </ul>	3	4	-	-
<b>2.</b> ensure a guardian/parent is present for minors under age 14	0.5	3.5	-	-
<b>3.</b> identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results	1.5	3.5	-	-
<b>4.</b> select the most suitable drying, setting, styling and finishing techniques to achieve the desired look	1	4	-	-
<b>5.</b> perform back combing /back brushing technique as required	2	5	-	-
<b>6.</b> control and secure hair effectively into place, during dressing	1.5	4.5	-	-
<b>7.</b> dress the hair to the satisfaction of the client	1	4	-	-
<b>8.</b> position self and client to ensure privacy, comfort and safety, throughout the service	1.5	3.5	-	-
<b>9.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	4	-	-
<b>10.</b> apply finishing product following manufacturers instructions to maintain the style	2	4	-	-
<b>11.</b> ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)	-	4	-	-
<b>12.</b> ask questions to check with the client their satisfaction with the finished result	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage	1	4	-	-
14. use work methods to minimise wastage	1.5	3.5	-	-
15. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	3.5	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	5	-	-
17. record details of the procedure accurately as per organisational policy and procedures	2	3	-	-
18. store information securely in line with the salons policies	2	2	-	-
19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	4	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0208
<b>NOS Name</b>	Perform hair styling and dressing
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/N0207: Cut hair

#### Description

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

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Prepare self and client
  2. Carry out haircuts

#### Elements and Performance Criteria

##### *Prepare self and client*

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service
3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required  
Yourself: Sanitize the hands prior to service commencement  
Client: Provide suitable protective apparel, remove jewellery, etc.  
Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors
5. ensure a guardian/parent is present for minors under age 14
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
7. select styling products, tools and equipment based on the results of client consultation and hair analysis

##### *Carry out haircuts*

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

8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting
9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results
10. select the technique or procedure most suitable to the clients hair and to achieve the desired look
11. follow established guidelines related to the selected procedure to accurately achieve the required look
12. select the correct cutting tool to achieve the desired look



## Qualification Pack

13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting
14. perform various cutting techniques and texturising technique while carrying out the service  
Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning
15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly
16. ensure the work area is kept clean and tidy during the service
17. use work methods to minimise wastage
18. 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
19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
20. promptly refer problems that cannot be solved to the relevant superior for action
21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
22. record details of the procedure accurately as per organisation policy and procedures
23. store information securely in line with the salons 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 service
- 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.** cross infection, cross infestation - their causes and precautions for prevention
- KU6.** contact dermatitis, its causes and precautions for prevention
- KU7.** difference between disinfecting and sterilising
- KU8.** policy and procedures for servicing minor (age under 14) customers
- KU9.**
  - classification of hair
  - Classification: Straight, wavy, curly, very curly

## Qualification Pack

- KU10.** • structure of the hair and basic principles of hair growth
  - 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
- KU11.** hair and scalp conditions and causes
- KU12.** • various cutting tools
  - Tools: Scissors, razors, thinning scissors, clippers, combs
- KU13.** various sectioning techniques
- KU14.** • hair cutting and analysis techniques, equipment and hair styles
  - Hair Styles: one length, uniform, graduation, increased layers
- KU15.** cutting angles when cutting and its effects
- KU16.** hair distribution when cutting and its effects
- KU17.** range and suitability of styling products, tools and equipment and the effects achieved
- KU18.** range and application of finishing products
- KU19.** physical effects of styling on hair structure
- KU20.** different factors that must be taken into consideration prior to and during cutting (Factors: Face shape, hair type, preferred look, wet cutting/dry cutting, texture, growth pattern, etc.)
- KU21.** types of products available for achieving final look (Products: Gel, mousse, spray, oil, creams)
- KU22.** sources of creative information and inspiration (Sources: Magazines, models, etc.)
- KU23.** considerations for cutting hair when wet
- KU24.** techniques for cutting dry hair
- KU25.** methods to use all the cutting techniques in the range (Range of techniques: Scissors over comb, clipper over comb, club cutting, thinning, razoring, texturizing, etc.)
- KU26.** importance of tension when cutting
- KU27.** customer service principles including privacy and protection to modesty of the customers
- KU28.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU29.** contra indications for hair cutting and respective necessary actions
- KU30.** contra-actions and respective subsequent actions
- KU31.** importance of using products economically and storing products correctly to minimize wastage

## Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English 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.** 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

## Qualification Pack

- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- 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 self and client</i>	<b>6</b>	<b>17</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	-
2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service	1	2	-	-
3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.	1	2	-	-
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors	1	3	-	-
5. ensure a guardian/parent is present for minors under age 14	-	2	-	-
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1	3	-	-
7. select styling products, tools and equipment based on the results of client consultation and hair analysis	1	3	-	-
<i>Carry out haircuts</i>	<b>21</b>	<b>56</b>	-	-
8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting	2	3	-	-
9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results	1	3	-	-
10. select the technique or procedure most suitable to the clients hair and to achieve the desired look	1.5	3.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. follow established guidelines related to the selected procedure to accurately achieve the required look	2	3	-	-
12. select the correct cutting tool to achieve the desired look	0.5	3.5	-	-
13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting	1	4	-	-
14. perform various cutting techniques and texturising technique while carrying out the service Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning	1.5	3.5	-	-
15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly	1	3	-	-
16. ensure the work area is kept clean and tidy during the service	-	2	-	-
17. use work methods to minimise wastage	1	3	-	-
18. 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	2	-	-
19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
20. promptly refer problems that cannot be solved to the relevant superior for action	1	3	-	-
21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards	1.5	3.5	-	-
22. record details of the procedure accurately as per organisation policy and procedures	1	1	-	-
23. store information securely in line with the salons policies	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	3	-	-
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>27</b>	<b>73</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0207
<b>NOS Name</b>	Cut hair
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/N0206: Perform Indian head massage and hair spa services

#### Description

Perform hair spa and scalp massage and using a range of products and massage techniques.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Prepare self and client
  2. Perform scalp massage and hair spa services

#### Elements and Performance Criteria

##### *Prepare self and client*

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout treatment to ensure privacy, comfort and safety
3.
  - prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required
  - Yourself: Sanitize the hands prior to service commencement
  - Client: Provide suitable protective apparel, remove jewellery, etc.
  - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc
4. ensure a guardian/parent is present for minors under age 14
5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
7. identify contra-indications if any that restrict the services or products sought by the customer
8. explain politely to the customer why service is denied or modified in case done so for contra-indications
9. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan
10. perform a pre-shampoo or other preliminary procedures in accordance with the required service

##### *Perform Indian head massage and hair spa services*

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

11. select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel
12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort

## Qualification Pack

14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
17. promptly refer problems that cannot be solved to the relevant superior for action
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards
19. record details of the service accurately as per organisational policy and procedures
20. store information securely in line with the salons policies
21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
22. minimize the wastage of products and store chemicals and equipment securely post service
23. dispose all waste safely according to the salons standards of hygiene and safety
24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
  - environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, their causes and contra-indications to Indian head massage
- KU6.**
  - hair structure and hair shaft
  - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland;
  - Shaft: Medulla, cortex, cuticle
- KU7.** position and principles of marma pressure points
- KU8.** position and principles of seven primary chakras
- KU9.** hair and scalp conditions, causes and contra-indications to head/scalp massage
- KU10.** policy and procedures for servicing minor (age under 14) customers
- KU11.** massage mediums and scalp/hair service concentrates
- KU12.** hair spa and massage techniques and equipment
- KU13.** massage techniques, equipment, massage mediums
- KU14.** consequences of using incorrect products
- KU15.** contra-indications that may affect service plan and respective necessary actions
- KU16.** contra-actions that may occur during service and necessary relevant actions

## Qualification Pack

- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention
- KU19.** difference between disinfecting and sterilising
- KU20.** importance of using products economically and storing products correctly to minimize wastage
- KU21.** customer service principles including privacy and protection to modesty of the customers
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU23.** factors that affect head/scalp massage (Factors: Scalp condition, hair condition, hair length, hair density, special conditions)

## 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 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

## Qualification Pack

- 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 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

## Qualification Pack

- 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 self and client</i>	<b>11.5</b>	<b>30.5</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	-
2. position self and client throughout treatment to ensure privacy, comfort and safety	1	2	-	-
3. <ul style="list-style-type: none"> <li>prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required</li> <li>Yourself: Sanitize the hands prior to service commencement</li> <li>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	3	-	-
4. ensure a guardian/parent is present for minors under age 14	0.5	2.5	-	-
5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors	2	3	-	-
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	2	3	-	-
7. identify contra-indications if any that restrict the services or products sought by the customer	1	3	-	-
8. explain politely to the customer why service is denied or modified in case done so for contra-indications	1	4	-	-
9. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan	1	4	-	-
10. perform a pre-shampoo or other preliminary procedures in accordance with the required service	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Indian head massage and hair spa services</i>	<b>15.5</b>	<b>42.5</b>	-	-
<b>11.</b> select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel	1	4	-	-
<b>12.</b> perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction	1	4	-	-
<b>13.</b> apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	1.5	3.5	-	-
<b>14.</b> perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type	1.5	3.5	-	-
<b>15.</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>16.</b> perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	1	3	-	-
<b>17.</b> promptly refer problems that cannot be solved to the relevant superior for action	2	3	-	-
<b>18.</b> complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	3	-	-
<b>19.</b> record details of the service accurately as per organisational policy and procedures	2	2	-	-
<b>20.</b> store information securely in line with the salons policies	1	2	-	-
<b>21.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1.5	2.5	-	-
<b>22.</b> minimize the wastage of products and store chemicals and equipment securely post service	-	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
23. dispose all waste safely according to the salons standards of hygiene and safety	-	2	-	-
24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc	1	3	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0206
<b>NOS Name</b>	Perform Indian head massage and hair spa services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/N0205: Perform blow drying of hair

#### Description

Use hair dryer to blow dry hair.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Use a hair dryer to blow dry hair

#### Elements and Performance Criteria

##### *Use a hair dryer to blow dry hair*

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 throughout treatment to ensure comfort and wellbeing throughout the service
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors
4. ensure a guardian/parent is present for minors under age 14
5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair
7. perform various blow drying techniques to achieve the desired look  
Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening
8. blow dry hair to achieve volume, straightening and movement
9.
  - follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look
  - Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc.
10. 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
11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
12. ensure the work area is kept clean and tidy during the service
13. dispose waste materials as per organisational standards in a safe and hygienic manner
14. use work methods to minimise wastage
15. record details of the procedure accurately as per organisational policy and approved practice

## Qualification Pack

16. store information securely in line with the salons policies
17. ask questions to check with the client their satisfaction with the finished result
18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor
19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge

### 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, handling, storage, disposal of products, cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU5.**
  - environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU6.** importance of clarifying and following instructions from the client
- KU7.** factor impacting clients comfort throughout the drying process and importance of checking the same regularly with the client
- KU8.** basic anatomical structure of the hair and principles of hair growth
- KU9.** structure of the hair and basic principles of hair growth 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
- KU10.** classification of hair Classification: Straight, wavy, curly, very curly
- KU11.** explain how their hair characteristics may impact on the hairdressing services
- KU12.**
  - blow-drying tools and equipment
  - Tools: Hand held dryer and attachments, different size and types of brushes, various combs, section clips
- KU13.** blow drying technique and products
- KU14.** foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation
- KU15.** correct application of blow drying Correct application: Direction, duration, distance from scalp, frequency, etc.
- KU16.** importance of direction of air flow when drying for achieving desired look
- KU17.** effect of incorrect application of heat on the hair and scalp Effects: Split ends, damaged follicles, headache, burning sensation, etc.
- KU18.** method of managing and controlling hair sections during the drying process
- KU19.** importance of cooling hair prior to finishing

## Qualification Pack

- KU20.** blow drying products Products: Blow styling aids, dressing aids, setting aids, protectors, curl enhancers
- KU21.** effect of the humidity and drying process on the hair
- KU22.** cross infection, cross infestation - their causes and precautions for prevention
- KU23.** contact dermatitis, its causes and precautions for prevention
- KU24.** difference between disinfecting and sterilising
- KU25.** importance of using products economically and storing products correctly to minimize wastage
- KU26.** customer service principles including privacy and protection to modesty of the customers
- KU27.** policy and procedure to serve minors and importance of following the same
- KU28.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU29.** 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 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
- 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

## Qualification Pack

- 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>Use a hair dryer to blow dry hair</i>	<b>27</b>	<b>73</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	3	-	-
2. position self and client throughout treatment to ensure comfort and wellbeing throughout the service	1	4	-	-
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors	2	3	-	-
4. ensure a guardian/parent is present for minors under age 14	0.5	3.5	-	-
5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	3	5	-	-
6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair	1	5	-	-
7. perform various blow drying techniques to achieve the desired look Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening	2	6	-	-
8. blow dry hair to achieve volume, straightening and movement	2	4	-	-
9. <ul style="list-style-type: none"> <li>follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look</li> <li>Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc.</li> </ul>	1	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. 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	1.5	4.5	-	-
11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	4	-	-
12. ensure the work area is kept clean and tidy during the service	-	4	-	-
13. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	3.5	-	-
14. use work methods to minimise wastage	1.5	3.5	-	-
15. record details of the procedure accurately as per organisational policy and approved practice	2	2	-	-
16. store information securely in line with the salons policies	1	3	-	-
17. ask questions to check with the client their satisfaction with the finished result	1.5	3.5	-	-
18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1.5	3.5	-	-
19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge	2	3	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0205
<b>NOS Name</b>	Perform blow drying of hair
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare 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/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

## Qualification Pack

- 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>	-	-

## Qualification Pack

### 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

## Qualification Pack

- 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

## Qualification Pack

### 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>	-	-

### Qualification Pack

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>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

- PC1.** ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.
- PC2.** identify and select suitable equipment and products required for the respective services/ session
- PC3.** set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines
- PC4.** place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery
- PC5.** prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions
- PC6.** sterilize, disinfect the area as per organizational standards using recommended solutions and conditions
- PC7.** dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.
- PC8.** identify ways to optimize usage of material including water in various tasks/activities/processes
- PC9.** check for spills/leakages occurred while providing services
- PC10.** identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin
- PC11.** store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.
- PC12.** ensure electrical equipment and appliances are switched off when not in use

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- PC13.** store records, materials and equipment securely in line with the policies
- PC14.** conduct awareness program (such as for Covid19) for the employees and display posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises
- PC15.** set up and promote digital modes of payment to lessen any kind of cross infection

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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



## 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N0231: Provide shaving services.

#### Description

Perform shaving as part of the barbering services.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Providing shaving services

#### Elements and Performance Criteria

##### *Provide shaving 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 throughout treatment to ensure privacy, comfort and wellbeing
3. prepare yourself, the client and work area for shaving services.
4. clarify the client's understanding and expectation prior to commencement of treatment
5. sanitize the hands prior to treatment commencement
6. select shaving products, tools and equipment based on the results of client consultation and hair analysis
7. consult the client to identify the desired look before shaving
8. identify the condition of the hair to achieve the required results by analysing the influencing factors
9. select the most suitable technique to the clients hair and to achieve the desired look
10. establish and follow the guidelines to accurately achieve the required look (Full shave, Partial shave, Beard outlines)
11. create balanced and shaped sideburns that suit the required look
12. check the clients wellbeing throughout the service and giving the necessary reassurance
13. position self and client throughout procedure to ensure comfort and wellbeing
14. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
15. promptly refer problems that cannot be solved to the relevant superior for action
16. complete the procedure to the satisfaction of the client in a commercially acceptable time
17. record the procedure accurately and store information securely in line with the salons policies
18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- 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.** hair and scalp conditions and causes
- KU5.** various cutting tools (open blade razors, with disposable blades Shaving brushes, Sponges)
- KU6.** various facial hair shapes and facial outlines
- KU7.** knowledge of ingrowing hair
- KU8.** lathering products. Creams Oils Gel Soap
- KU9.** influencing factors (Hair type, texture, growth pattern, face shape, lifestyle, head size, Hair density facial piercing Facial contours Clients wishes)
- KU10.** range and suitability of shaving products, tools and equipment and the effects achieved
- KU11.** range and application of finishing products
- KU12.** communicable diseases like warts etc

## Generic Skills (GS)

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

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide shaving services</i>	<b>25</b>	<b>75</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	3	-	-
2. position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2	-	-
3. prepare yourself, the client and work area for shaving services.	1	3	-	-
4. clarify the client's understanding and expectation prior to commencement of treatment	1	1	-	-
5. sanitize the hands prior to treatment commencement	1	4	-	-
6. select shaving products, tools and equipment based on the results of client consultation and hair analysis	2	3	-	-
7. consult the client to identify the desired look before shaving	2	3	-	-
8. identify the condition of the hair to achieve the required results by analysing the influencing factors	2	6	-	-
9. select the most suitable technique to the clients hair and to achieve the desired look	2	6	-	-
10. establish and follow the guidelines to accurately achieve the required look (Full shave, Partial shave, Beard outlines)	2	13	-	-
11. create balanced and shaped sideburns that suit the required look	3	12	-	-
12. check the clients wellbeing throughout the service and giving the necessary reassurance	1	5	-	-
13. position self and client throughout procedure to ensure comfort and wellbeing	1	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	-
15. promptly refer problems that cannot be solved to the relevant superior for action	1	3	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time	1	2	-	-
17. record the procedure accurately and store information securely in line with the salons policies	1	2	-	-
18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	1	2	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0231
<b>NOS Name</b>	Provide shaving services.
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/04/2024
<b>NSQC Clearance Date</b>	31/08/2021

## 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/N0202.Shampoo, condition the hair and scalp	27	73	-	-	100	5
BWS/N0211.Perform hair relaxing and straightening services	26	74	-	-	100	10
BWS/N0210.Perm and neutralize hair	28	72	-	-	100	10
BWS/N0209.Colour and lighten hair	27	73	-	-	100	10
BWS/N0208.Perform hair styling and dressing	27	73	-	-	100	10
BWS/N0207.Cut hair	27	73	-	-	100	10
BWS/N0206.Perform Indian head massage and hair spa services	27	73	-	-	100	10
BWS/N0205.Perform blow drying of hair	27	73	-	-	100	5
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
<b>Total</b>	<b>315</b>	<b>785</b>	<b>-</b>	<b>-</b>	<b>1100</b>	<b>100</b>

## Qualification Pack

Optional: 1 Provide shaving services

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0231.Provide shaving services.	25	75	-	-	100	5
<b>Total</b>	<b>25</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>100</b>	<b>5</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.

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<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.