



Pedicurist and Manicurist

Options: Mehendi Designs

QP Code: BWS/Q0402

Version: 3.0

NSQF Level: 3

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba
Gandhi Marg, Connaught Place
New Delhi-110001



Qualification Pack

Contents

BWS/Q0402: Pedicurist and Manicurist	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Option: Mehendi Designs</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
BWS/N0417: Provide Indian head massage	5
BWS/N0403: Provide specialized hand and foot spa services	14
BWS/N0202: Shampoo, condition the hair and scalp	22
BWS/N0401: Provide manicure and pedicure services	31
BWS/N9002: Maintain health and safety of workplace	40
BWS/N9003: Create a positive impression at the workplace	45
BWS/N9001: Prepare and maintain work area	52
BWS/N0127: Carry out application of simple mehendi designs	59
Assessment Guidelines and Weightage	66
<i>Assessment Guidelines</i>	66
<i>Assessment Weightage</i>	67
Acronyms	69
Glossary	70

Qualification Pack

BWS/Q0402: Pedicurist and Manicurist

Brief Job Description

A Pedicurist and Manicurist cleans, shapes, and polishes customers toenails and fingernails. A pedicurist and manicurist needs to be aware of the pedicure and manicure techniques and services, health, safety, hygiene and needs to be knowledgeable about various relevant beauty products.

Personal Attributes

A pedicurist and manicurist should be well-versed with the pedicure and manicure services. The individual should possess good service orientation and aptitude. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be sensitive when dealing with clients. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant and tactful when dealing with clients and have a genuine interest in people.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N0417: Provide Indian head massage](#)
2. [BWS/N0403: Provide specialized hand and foot spa services](#)
3. [BWS/N0202: Shampoo, condition the hair and scalp](#)
4. [BWS/N0401: Provide manicure and pedicure services](#)
5. [BWS/N9002: Maintain health and safety of workplace](#)
6. [BWS/N9003: Create a positive impression at the workplace](#)
7. [BWS/N9001: Prepare and maintain work area](#)

Options(Not mandatory):

Option : Mehendi Designs

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

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

Qualification Pack (QP) Parameters

Qualification Pack

Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.0201
Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	31/08/2021
Next Review Date	08/04/2024
NSQC Approval Date	31/08/2021
Version	3.0
Reference code on NQR	2021/BW/BWSSC/04450
NQR Version	1

Qualification Pack

BWS/N0417: Provide Indian head massage

Description

This OS unit is about performing a simple Indian head massage and using a small range of products, medium and techniques.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Prepare self and client
 2. Perform head massage
 3. Carry-out post-procedure activities

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 head massage Yourself: Sanitize the hands prior to service commencement using hand sanitiser, wear personal protective equipment, remove jewellery, etc. Client: Provide suitable protective apparel, remove jewellery, etc. Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures
6. identify contra-indications if any that restrict the services or products sought by the customer
7. explain politely to the customer why service is denied or modified in case done so for contra-indications
8. work minimising risk of cross infections
9. select and prepare products, tools and equipment that are suitable for the clients head massage to meet to the clients needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror
10. perform a pre-shampoo or other relevant procedure in accordance with the required service

Perform Indian head massage

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

11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic-sesame, coconut, almond, olive, mustard), cream

Qualification Pack

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
14. perform post massage 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 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 to the satisfaction of the client in a commercially acceptable time and as per organisational standards

Carry-out post procedure activities

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

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
21. record details of the service 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 minimize the wastage of products and store chemicals and equipment securely post service
24. dispose all waste safely according to the salons standards of hygiene and safety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety 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: 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.** massage techniques, equipment, massage mediums
- KU10.** benefits of Indian head massage
- KU11.** consequences of using incorrect products

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- KU12.** contra-indications that may affect service plan and relevant actions
- KU13.** contra-actions that may occur during service and necessary relevant actions
- KU14.** cross infection, cross infestation - their causes and precautions for prevention
- KU15.** contact dermatitis, its causes and precautions for prevention
- KU16.** factors that affect head massage Factors: Scalp condition, hair condition, hair length, hair density, special conditions
- KU17.** customer service principles including privacy and protection to modesty of the customers
- KU18.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

Qualification Pack

- 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
- 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

Qualification Pack

- 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>	10.5	29.5	-	-
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	3	-	-
3. prepare yourself, the client and work area for head massage Yourself: Sanitize the hands prior to service commencement using hand sanitiser, wear personal protective equipment, remove jewellery, etc. Client: Provide suitable protective apparel, remove jewellery, etc. Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc	1	3	-	-
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services	1.5	2.5	-	-
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures	1.5	2.5	-	-
6. identify contra-indications if any that restrict the services or products sought by the customer	0.5	2.5	-	-
7. explain politely to the customer why service is denied or modified in case done so for contra-indications	1.5	3.5	-	-
8. work minimising risk of cross infections	1	3	-	-
9. select and prepare products, tools and equipment that are suitable for the clients head massage to meet to the clients needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror	0.5	3.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. perform a pre-shampoo or other relevant procedure in accordance with the required service	1	4	-	-
<i>Perform Indian head massage</i>	9	29	-	-
11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic-sesame, coconut, almond, olive, mustard), cream	1	4	-	-
12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction.	1	4	-	-
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	1	3	-	-
14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type	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	2.5	2.5	-	-
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	4	-	-
<i>Carry-out post procedure activities</i>	7.5	14.5	-	-
19. ask questions to check with the client their satisfaction with the finished result	1	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	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. record details of the service accurately as per organisational policy and procedures	2	2	-	-
22. store information securely in line with the salons policies	2	2	-	-
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client minimize the wastage of products and store chemicals and equipment securely post service	1	2	-	-
24. dispose all waste safely according to the salons standards of hygiene and safety	0.5	2.5	-	-
NOS Total	27	73	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0417
NOS Name	Provide Indian head massage
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	08/04/2024
NSQC Clearance Date	31/08/2021

Qualification Pack

BWS/N0403: Provide specialized hand and foot spa services

Description

Provide specialized hand and foot spa services.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Provide specialized hand and foot spa services

Elements and Performance Criteria

Provide specialized hand and foot spa services

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

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. consult with the client to identify factors that may influence the services objectives (contra indications)
3. explain service procedure and provide information about products used during service Products: Oils, creams, etc. Information: Brand, suitability, application, etc
4. prepare clients for service by providing them with gowns and assist them by putting away their clothing
5. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines, for ease of service
6. prepare products and other equipment for service Products: Massage oil, cream, etc. Tools and Equipment: Pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, emery boards, nail scissors, nail clippers
7. position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service
8. perform and adapt the services using materials, equipment and techniques correctly and safely to meet the needs of the client as per professional and organisational standards Services: Exfoliation, wraps and soaks
9. identify contra actions that may appear during service, take required necessary action to ensure customer safety and comfort, adapt the procedure to suit the client needs
10. provide hand and foot massage using a range of mediums and techniques to achieve the desired results Mediums: powder, cream, oil, gel Techniques: Effeurage, tapotement, petrissage and frictions.
11. complete the service to the satisfaction of the client in a commercially acceptable time, as per organisation standards and client expectations
12. ensure the work area is kept clean and tidy during the service
13. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
14. record details of the service accurately as per organisation policy and procedures

Qualification Pack

15. store information securely in line with the salons policies
16. ask questions to check with the client their satisfaction with the finished result
17. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** anatomical structure, function, characteristics of nail and process of nail growth
Structure
Nail root/matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle
Functions
Protection
- KU6.** anatomical structure and function of the skin
Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** names and position of the bones of lower leg and Foot
- KU8.** names and position of bones of the wrist, hands fingers and forearm
- KU9.** structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm
- KU10.** position of arteries and veins of lower leg, foot, hand and arm
- KU11.** types of muscles of the lower leg, foot, hand and arms
- KU12.** nail diseases and disorders
- KU13.** nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing service
- KU14.** products and tools suitable to carry the procedure
Products: Exfoliant, enamel remover, nail enamels, cuticle cream, etc. Tools: Pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, emery boards, nail scissors, nail clippers
- KU15.** pedicure and manicure techniques
Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, soak, etc.
- KU16.** contra-actions and respective necessary action
- KU17.** customer service principles including privacy and protection to modesty of the customers
- KU18.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU19.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

Qualification Pack

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

Qualification Pack

- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency SB27. sort information in order of importance
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required



Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide specialized hand and foot spa services</i>	24	76	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	2	5	-	-
2. consult with the client to identify factors that may influence the services objectives (contra indications)	2	6	-	-
3. explain service procedure and provide information about products used during service Products: Oils, creams, etc. Information: Brand, suitability, application, etc	2	6	-	-
4. prepare clients for service by providing them with gowns and assist them by putting away their clothing	2	5	-	-
5. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines, for ease of service	1	5	-	-
6. prepare products and other equipment for service Products: Massage oil, cream, etc. Tools and Equipment: Pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, emery boards, nail scissors, nail clippers	1	5	-	-
7. position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service	1	5	-	-
8. perform and adapt the services using materials, equipment and techniques correctly and safely to meet the needs of the client as per professional and organisational standards Services: Exfoliation, wraps and soaks	1	5	-	-
9. identify contra actions that may appear during service, take required necessary action to ensure customer safety and comfort, adapt the procedure to suit the client needs	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. provide hand and foot massage using a range of mediums and techniques to achieve the desired results Mediums: powder, cream, oil, gel Techniques: Effeirage, tapotement, petrissage and frictions.	1	5	-	-
11. complete the service to the satisfaction of the client in a commercially acceptable time, as per organisation standards and client expectations	1	5	-	-
12. ensure the work area is kept clean and tidy during the service	0.5	3.5	-	-
13. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	5	-	-
14. record details of the service accurately as per organisation policy and procedures	2.5	2.5	-	-
15. store information securely in line with the salons policies	2	2	-	-
16. ask questions to check with the client their satisfaction with the finished result	1	3	-	-
17. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	3	-	-
NOS Total	24	76	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0403
NOS Name	Provide specialized hand and foot spa services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Nailcare Services
NSQF Level	3
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	08/04/2024
NSQC Clearance Date	31/08/2021

Qualification Pack

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

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self and client</i>	7	16	-	-
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"> 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.) 	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>	20	57	-	-
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	-	-

Qualification Pack

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	-	-

Qualification Pack

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	-	-
NOS Total	27	73	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N0401: Provide manicure and pedicure services

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Preparing self and client

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

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

Carrying out manicure and pedicure services

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

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

Qualification Pack

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

Post Service procedures

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9002: Maintain health and safety of workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain health and safety at the workplace

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Qualification Pack

- 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

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

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

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

Qualification Pack

- 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



Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9001: Prepare and maintain work area

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare and maintain work area

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

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

Qualification Pack

- 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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N0127: Carry out application of simple mehendi designs

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare for mehendi application

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

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

Apply simple mehendi design

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

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

Qualification Pack

Carry out post-procedure actions

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

Qualification Pack

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

Qualification Pack

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



Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack , every trainee should score a minimum of 50% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0417.Provide Indian head massage	27	73	-	-	100	15
BWS/N0403.Provide specialized hand and foot spa services	24	76	-	-	100	20
BWS/N0202.Shampoo, condition the hair and scalp	27	73	-	-	100	15
BWS/N0401.Provide manicure and pedicure services	20	80	-	-	100	20
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	10
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	10
BWS/N9001.Prepare and maintain work area	30	70	-	-	100	10
Total	197	503	-	-	700	100

Optional: 1 Mehendi Designs

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



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	28	72	-	-	100	10

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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