

# Trainee - Beautician

QP Code: BWS/Q0108

Version: 1.0

NSQF Level: 3

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba  
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## **BWS/Q0108: Trainee - Beautician**

### **Brief Job Description**

A Trainee - Beautician needs to be aware of basic beauty therapy, hair removal, and pedicure and manicure services maintaining health, hygiene and safety at the workplace. The job holder needs to be knowledgeable about various beauty products, tools and equipment. The person needs to assist the senior therapists/ stylists for various services in the salon.

### **Personal Attributes**

A Trainee - Beautician should be well-versed with basic beauty services and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

### **Applicable National Occupational Standards (NOS)**

#### **Compulsory NOS:**

1. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
2. [BWS/N0101: Provide basic skin care services](#)
3. [BWS/N0102: Carry out basic hair removal services](#)
4. [BWS/N0401: Provide manicure and pedicure services](#)

### **Qualification Pack (QP) Parameters**

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0101

<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass and pursuing continuous schooling OR 10th grade pass plus 1-year NTC/ NAC
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	16 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

## **DGT/VSQ/N0103: Employability Skills (90 Hours)**

### **Description**

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

### **Scope**

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

### **Elements and Performance Criteria**

#### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

#### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

#### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment
- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

**PC8.** adopt a continuous learning mindset for personal and professional development

*Basic English Skills*

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

**PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone

**PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English

**PC11.** write short messages, notes, letters, e-mails etc. in English

*Career Development & Goal Setting*

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

**PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes

**PC13.** prepare a career development plan with short- and long-term goals

*Communication Skills*

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

**PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings

**PC15.** use active listening techniques for effective communication

**PC16.** communicate in writing using appropriate style and format based on formal or informal requirements

**PC17.** work collaboratively with others in a team

*Diversity & Inclusion*

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

**PC18.** communicate and behave appropriately with all genders and PwD

**PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

*Financial and Legal Literacy*

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

**PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

**PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

**PC22.** identify common components of salary and compute income, expenses, taxes, investments etc

**PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

*Essential Digital Skills*

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

**PC24.** operate digital devices and use their features and applications securely and safely

**PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

**PC26.** display responsible online behaviour while using various social media platforms

**PC27.** create a personal email account, send and process received messages as per requirement

**PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

**PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account

- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

### Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	19/07/2023
<b>NSQC Clearance Date</b>	19/01/2023

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

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Provide basic skin care services*

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

- 1.** comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
- 2.**
  - carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc.
  - Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc.
- 3.** ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any
- 4.** clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.
- 5.** use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides
- 6.** use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks
- 7.** use a steamer following manufacturers instructions in a safe manner
- 8.** position the steam at a safe and effective distance away from the face of the client
- 9.** carry out any necessary extraction, when required as per standard procedure
- 10.** apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently
- 11.** remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer

12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures
13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience
14. ensure the work area is kept clean and tidy during the service
15. dispose waste materials as per organisational standards in a safe and hygienic manner
16. record details of the procedure accurately as per organisational policy and approved practice
17. store information securely in line with the salons policies
18. ask questions to check with the client their satisfaction with the finished result
19. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon
- KU2.** safe, effective and hygiene practices to be followed while providing facial services
- KU3.**
  - anatomical structure of the skin
  - Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU4.**
  - functions of the skin
  - Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU5.** characteristics of the skin and skin types of different ethnic groups
- KU6.** actions of the facial, neck and shoulder muscles
- KU7.** bones of the head, neck and shoulder girdle
- KU8.** position of the head, face, neck, chest and shoulder girdle bones
- KU9.** position of the face, neck and shoulder muscles
- KU10.** effect of the natural ageing process on the skin, facial muscles and muscle tone
- KU11.** methods to adapt facial and bleach techniques for clients
- KU12.** methods to recognize the skin types and skin conditions
- KU13.** effect of environmental and lifestyle factors on the skin
- KU14.**
  - methods to treat the skin types and various skin conditions
  - Skin conditions: psoriasis, eczema, acne, etc.
  - Treatments: anti- acne, anti-pigmentation (HP), oxygenating, anti-ageing, enzymes, etc.
- KU15.**
  - suitable course of services and procedures for various skin types and conditions and recommended frequency of service
  - Frequency: Daily, weekly, monthly, etc.
- KU16.** range and uses of products available for facial and bleach services
- KU17.** different types of specialist skin products and methods to apply

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

### Generic Skills (GS)

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

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



- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on judgement
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach

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

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide basic skin care services</i>	<b>28</b>	<b>72</b>	-	-
1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	4	-	-
2. <ul style="list-style-type: none"> <li>carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc.</li> <li>Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc.</li> </ul>	2	4	-	-
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any	1	4	-	-
4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.	1	4	-	-
5. use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides	2	5	-	-
6. use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks	2	4	-	-
7. use a steamer following manufacturers instructions in a safe manner	1	4	-	-
8. position the steam at a safe and effective distance away from the face of the client	1	4	-	-
9. carry out any necessary extraction, when required as per standard procedure	2	5	-	-
10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently	2	5	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>11.</b> remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer	2	5	-	-
<b>12.</b> carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures	1	4	-	-
<b>13.</b> provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience	2	4	-	-
<b>14.</b> ensure the work area is kept clean and tidy during the service	-	2	-	-
<b>15.</b> dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	-
<b>16.</b> record details of the procedure accurately as per organisational policy and approved practice	2	3	-	-
<b>17.</b> store information securely in line with the salons policies	2	3	-	-
<b>18.</b> ask questions to check with the client their satisfaction with the finished result	1	3	-	-
<b>19.</b> thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	2	3	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	-	-

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	BWS/N0101
<b>NOS Name</b>	Provide basic skin care services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

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

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Perform waxing services*

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

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

#### *Perform threading services*

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

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

### *Carry out postprocedure actions*

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements as applicable to the area of work
- KU2.** service standards and brand image related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while working in the organization  
B.Technical Knowledge
- KU4.** • environmental conditions required and expected for carrying out services and importance of maintaining these
  - Conditions: Air, light, space, temperature, sound, cleanliness, etc.

- KU5.** • structure of the skin and differences in the structure of the skin for different client groups  
• Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU6.** functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** structure of the hair and basic principles of hair growth Structure: Anagen, catagen, telogen
- KU8.** types of equipment and products used for waxing Types of equipment: Wax warmer, wax strips, applicator, etc. Types of products: Hot wax, cold wax, cooling gel, etc.
- KU9.** function and purpose of pre-wax products
- KU10.** ingredients and composition of waxing products Products: Warm wax, sugar paste, strip sugar and hot wax
- KU11.** types of product suitable for soothing skin irritation
- KU12.** various techniques associated with and working temperatures for the different types of hot wax and warm wax
- KU13.** suitability of specific products based on hair types
- KU14.** method of application and removal of waxing products in relation to the direction of hair growth
- KU15.** precautions which need to be taken during the waxing process
- KU16.** conditions which restrict the waxing service
- KU17.** advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures
- KU18.** • other methods of hair removal and the effect of these methods on the waxing and threading process  
• Other methods: e.g. sugaring, tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, depilation, intensive pulse light, laser
- KU19.** recommended intervals between waxing services
- KU20.** activities to avoid after waxing services
- KU21.** possible contra-actions that may occur after waxing services
- KU22.** types of tools and materials used for threading tools: e.g. scissors, disposable eye brow brush etc. materials: thread
- KU23.** importance of using a thread designed for threading
- KU24.** types of products suitable for pre and post threading services
- KU25.** importance of having the correct equipment for threading e.g. a couch or chair with suitable back, neck and leg support
- KU26.** different types of threading techniques
- KU27.** advantages and disadvantages of threading
- KU28.** shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape
- KU29.** method to carry out the threading techniques
- KU30.** importance of performing safe, quick and effective threading techniques
- KU31.** adapting the threading techniques to suit male client requirements e.g.
- KU32.** importance of aftercare procedures and considerations for threading services
- KU33.** customer service principles including privacy and protection to modesty of the customers



**KU34.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

**KU35.** importance of keeping accurate records of services, clients and product usage (inventory)

## **Generic Skills (GS)**

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

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

- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying,
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed

- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Assessment Criteria

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

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

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	BWS/N0102
<b>NOS Name</b>	Carry out basic hair removal services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Haircare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## **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.)
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
- 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
- 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
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority

- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Assessment Criteria

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

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>12.</b> 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	-	-
<b>13.</b> 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	-	-
<b>14.</b> 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	-	-
<b>15.</b> remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	0.5	2.5	-	-
<b>16.</b> 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	-	-
<b>17.</b> check that the nail plate is dehydrated and the underside is clean and free of debris	0.5	2.5	-	-
<b>18.</b> apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish	0.5	3.5	-	-
<b>19.</b> check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel	0.5	2.5	-	-
<i>Post Service procedures</i>	<b>7.5</b>	<b>19.5</b>	-	-
<b>20.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	1	3	-	-
<b>21.</b> clean the treated area and use a suitable soothing product	0.5	2.5	-	-
<b>22.</b> complete the therapy to the satisfaction of the guest in a commercially acceptable time	1	4	-	-

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0401
<b>NOS Name</b>	Provide manicure and pedicure services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## 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



**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

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	20
BWS/N0101.Provide basic skin care services	28	72	-	-	100	40
BWS/N0102.Carry out basic hair removal services	26	74	-	-	100	20
BWS/N0401.Provide manicure and pedicure services	20	80	-	-	100	20
<b>Total</b>	<b>94</b>	<b>256</b>	<b>-</b>	<b>-</b>	<b>350</b>	<b>100</b>

### Acronyms

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

## Glossary

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

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