

# Trainee - Cosmetology

QP Code: BWS/Q0109

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/Q0109: Trainee - Cosmetology**

### **Brief Job Description**

Trainee - Cosmetology is an individual trained in providing skin care services by operating electronic equipment, applying makeup, removal of unwanted hair by maintaining health, safety and hygiene at workplace.

### **Personal Attributes**

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

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

#### **Compulsory NOS:**

1. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
2. [BWS/N0105: Perform hair removal services](#)
3. [BWS/N0106: Perform makeup services](#)
4. [BWS/N0128: Operate and apply electrical/ electronic equipment for facial beauty services safely and effectively](#)

### **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-2015/5142.0100

<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass plus 1-year NTC/ NAC OR 10th grade pass and pursuing continuous schooling
<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/N0105: Perform hair removal services**

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

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

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. sanitize the hands effectively prior to service commencement using a hand sanitiser
3.
  - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
  - Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.
  - Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any, including with guardians for minors
5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan Manage the client during depilation services

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

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

6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service
7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
  - maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client
  - Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.
9. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
10. estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations

- 11.** complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards

*Perform waxing of general body for hair removal*

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

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

*Perform bikini waxing*

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

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

*Perform threading for hair removal*

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

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

*Perform post-procedure tasks*

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

29. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
30. discontinue service, and do not provide advice and recommendations where contra-actions occur
31. clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards
32. record the therapy details accurately as required by the organisation policies and procedures in a timely manner
33. store information securely in line with the salons policies
34. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
35. ask questions to check with the client their satisfaction with the finished result
36. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor
37. minimize the wastage of products by using products economically and following correct storage procedures as per manufacturers instructions
38. store chemicals and equipment securely post service
39. dispose all waste safety according to the salons standards of hygiene and safety

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

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization B.TechnicalKnowledge
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** allergies, contraindications, contra actions (Erythema) service plans and respective necessary action
- KU6.** anatomical structure, function, characteristics of skin types Structure:The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** hair structure, growth cycle and types of hair Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU8.** circulatory system, functions of blood, arteries, veins, blood composition and circulation
- KU9.** types of equipment and products used for waxing
- KU10.** functions and purpose of pre-wax products
- KU11.** ingredients and composition of waxingproducts Products: Warm wax, sugar paste, strip sugar and hot wax
- KU12.** types of products suitable for skin irritations



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

## **Generic Skills (GS)**

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- 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
- 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>Prepare self and client for service</i>	<b>2.5</b>	<b>7.5</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and salon	0.5	1.5	-	-
2. sanitize the hands effectively prior to service commencement using a hand sanitiser	-	1	-	-
3. <ul style="list-style-type: none"> <li>prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</li> <li>Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.</li> <li>Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</li> </ul>	1	2	-	-
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any, including with guardians for minors	0.5	1.5	-	-
5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan Manage the client during depilation services	0.5	1.5	-	-
<i>Manage the client during depilation services</i>	<b>4</b>	<b>12</b>	-	-
6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service	0.5	1.5	-	-
7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	1	3	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>8.</b> <ul style="list-style-type: none"> <li>maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client</li> <li>Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.</li> </ul>	0.5	1.5	-	-
<b>9.</b> check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	1.5	-	-
<b>10.</b> estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations	0.5	1.5	-	-
<b>11.</b> complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards	1	3	-	-
<i>Perform waxing of general body for hair removal</i>	<b>3.5</b>	<b>10.5</b>	-	-
<b>12.</b> conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any	1	3	-	-
<b>13.</b> <ul style="list-style-type: none"> <li>carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon</li> <li>Tools: Wax strips, applicator, wax warmer, etc.</li> <li>Materials: Hot wax, cold wax, cooling gel, etc.</li> <li>Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.</li> </ul>	1	3	-	-
<b>14.</b> apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions	1	2	-	-
<b>15.</b> apply and remove the wax according to the direction of hair growth and manufacturer's instructions	0.5	2.5	-	-
<i>Perform bikini waxing</i>	<b>6</b>	<b>19</b>	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>16.</b> consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards	1	3	-	-
<b>17.</b> select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements	0.5	1.5	-	-
<b>18.</b> prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure	1	2	-	-
<b>19.</b> perform application and removal of waxing as per the hair growth pattern of the application area	0.5	2.5	-	-
<b>20.</b> ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated	0.5	1.5	-	-
<b>21.</b> position the client correctly for ease and effectiveness of the service and client comfort	0.5	2.5	-	-
<b>22.</b> apply correct techniques for application of wax to the pubic area	1	3	-	-
<b>23.</b> instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service	0.5	1.5	-	-
<b>24.</b> give aftercare advice to the client as per their needs and organisational standards	0.5	1.5	-	-
<i>Perform threading for hair removal</i>	<b>1.5</b>	<b>7.5</b>	-	-
<b>25.</b> <ul style="list-style-type: none"> <li>• carry out the process using the tools and materials and as per process laid down by the salon</li> <li>• Tools: Scissors, tweezers, etc.</li> <li>• Materials: Threads, cream, etc.</li> </ul>	0.5	2.5	-	-
<b>26.</b> ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread	0.5	1.5	-	-

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

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



**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	BWS/N0105
<b>NOS Name</b>	Perform hair removal services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	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/N0106: Perform makeup services**

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

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

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any
- PC3.** sanitize the hands prior to treatment commencement
- PC4.** prepare the client and provide suitable protective apparel
- PC5.** position self and client throughout procedure to ensure privacy, comfort and wellbeing
- PC6.** define a suitable treatment plan to meet the clients needs
- PC7.** select and prepare suitable skin care and make up products to meet the clients needs and work plan
- PC8.** clarify the client's understanding and expectation prior to commencement of procedure
- PC9.** clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes
- PC10.** conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures
- PC11.** select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards
- PC12.** adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
- PC13.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC14.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC15.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC16.** ensure the work area is kept clean and tidy during the service
- PC17.** dispose waste materials as per organisational standards in a safe and hygienic manner

- PC18.** record details of the procedure accurately as per organisational policy and approved practice
- PC19.** store information securely in line with the salons policies
- PC20.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- PC21.** ask questions to check with the client their satisfaction with the finished result
- PC22.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** anatomical structure, function, characteristics of skin and differences in the structure of the skin for different client groups  
Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings functions of the skin  
Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU6.** colour wheel and how to use it
- KU7.** hue, tints and other colour aspects relevant to make up
- KU8.** highlighting and contouring with respect to make
- KU9.** use and maintenance of brushes and tools used in make up
- KU10.** range and use of product available for facial beauty service procedures suitable for different skin types and conditions  
Products: Eye makeup remover, cleansers, astringent/toner, moisturizers, exfoliating products, eye creams / gel, lip balm, serums, massage mediums, masks, sun protection,
- KU11.** ageing and lifestyle effects on the skin and muscle tone
- KU12.** diseases and disorders of the skin
- KU13.** types of make-up products  
Types of Foundations: Cream, liquid, cake, powder foundation, concealers (foundation concealer, color corrective concealer, camouflage concealer), effect of lighting on the colour of make-up  
Other make up products: blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), Mascara, lip cosmetics (lip pencil, lipsticks, Lip glosses), etc.
- KU14.** corrective make-up technique to suit the face shape
- KU15.** nose, eye, lip corrective make-up techniques
- KU16.** removal of eye make-up and skin make-up (cleanse, tone, and moisturize)
- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention
- KU19.** difference between disinfecting and sterilising
- KU20.** customer service principles including privacy and protection to modesty of the customers

- KU21.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)

## **Generic Skills (GS)**

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

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

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

- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Assessment Criteria

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

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



**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	BWS/N0106
<b>NOS Name</b>	Perform makeup services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	2
<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/N0128: Operate and apply electrical/ electronic equipment for facial beauty services safely and effectively**

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Prepare equipment*

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

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

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

*Operate the equipment*

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

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

*Use the equipment for facial beauty services*

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

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

*Post-procedure activities*

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

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

40. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** anatomical structure, function, characteristics of skin Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU6.** use and maintenance of brushes, brush units and tools used in a salon
- KU7.** range and use of product available for facial treatment suitable for different skin types and conditions Products: Eye makeup remover, cleansers, astringent/toner, moisturizers, exfoliating products, eye creams / gel, lip balm, serums, massage mediums, masks, sun protection,
- KU8.** names and position of the bones of head, neck and face
- KU9.** names and position of bones of the head, neck and face
- KU10.** structure and functions of the lymphatic vessels of the head, neck and face
- KU11.** skeletal and muscle functions
- KU12.** position of arteries and veins of head, neck and face
- KU13.** types of muscles of the head, neck and face
- KU14.** ageing and lifestyle effects on the skin and muscle tone
- KU15.** diseases and disorders of the skin
- KU16.** cross infection, cross infestation -their causes and precautions for prevention
- KU17.** contact dermatitis, its causes and precautions for prevention
- KU18.** difference between disinfecting and sterilizing
- KU19.** various machines used in a beauty salon their parts, usage and care procedures
- KU20.** various beauty services and related techniques delivered using various devices and machines to provide facial beauty services Techniques: Galvanic (deincrustation, iontophoresis), faradic, high frequency, micro-current, electro-muscular stimulation, lymphatic drainage (vacuum suction), microdermabrasion, infra-red lamp, ultrasonic machine, brush unit
- KU21.** effects and benefits of various procedures and services provided using beauty devices and machines
- KU22.** effects and benefits of various procedures and services provided using beauty devices and machines
- KU23.** products used in conjunction with specific devices and machines for services(as per skin condition and skin type)

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

## **Generic Skills (GS)**

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as (websites and/or blogs) (Writing Skills)
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, (knowledge and past experiences in English accurately )
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and 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 one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority

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

## Assessment Criteria

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



<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> assemble and organise products and accessories related to the respective service and keep ready for use	0.5	2.5	-	-
<b>12.</b> 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	0.5	1.5	-	-
<b>13.</b> identify contra-indications and respective necessary actions	0.5	1.5	-	-
<b>14.</b> position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively	0.5	2.5	-	-
<b>15.</b> define a suitable service procedure plan to meet the clients needs	1	2	-	-
<b>16.</b> ensure the service plan is as per skin type, skin condition and client needs	-	2	-	-
<b>17.</b> ensure the service plan	-	2	-	-
<i>Operate the equipment</i>	<b>2</b>	<b>7</b>	-	-
<b>18.</b> select and prepare suitable skin care products to meet the clients needs in line with the client service plan	1	2	-	-
<b>19.</b> ensure the dials are at zero and mains are off	-	2	-	-
<b>20.</b> switch on the mains and operate the equipment at low intensity to test the equipment	0.5	1.5	-	-
<b>21.</b> switch off the machine if any malfunction is noticed and report to concerned personnel	0.5	1.5	-	-
<i>Use the equipment for facial beauty services</i>	<b>8.5</b>	<b>26.5</b>	-	-
<b>22.</b> clarify the client's understanding and expectation prior to commencement of procedure	1	2	-	-

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

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0128
<b>NOS Name</b>	Operate and apply electrical/ electronic equipment for facial beauty services safely and effectively
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	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

## 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/N0105. Perform hair removal services	25	75	-	-	100	20
BWS/N0106. Perform makeup services	24	76	-	-	100	20
BWS/N0128. Operate and apply electrical/ electronic equipment for facial beauty services safely and effectively	23	77	-	-	100	40
<b>Total</b>	<b>92</b>	<b>258</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.