



# Yoga Trainer (B&W)

Electives: Bal Yoga Trainer/ Mahila Yoga Trainer/ Vridha Yoga Trainer

QP Code: BWS/Q2203

Version: 2.0

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### BWS/Q2203: Yoga Trainer (B&W)

#### Brief Job Description

A Yoga Trainer (B&W) is a professionally trained individual with an extensive additional training in Yoga for 360-degree wellness and is able to work with the clients by conducting yoga postures, asanas, pranayamas, meditation and relaxation techniques.

#### Personal Attributes

The individual must exhibit knowledge of the principles and practices of Yogic techniques to explain and respond to the guest questions.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [BWS/N2204: Conduct the advanced yoga sessions for 360-degree wellness](#)
2. [BWS/N2202: Conduct Hatha Yoga Sessions](#)
3. [BWS/N9002: Maintain health and safety of workplace](#)
4. [BWS/N9003: Create a positive impression at the workplace](#)
5. [BWS/N9001: Prepare and maintain work area](#)

##### Electives (mandatory to select at least one):

###### Elective 1: Bal Yoga Trainer

Work with children & adolescents in groups and with individuals, combining poses, breathing and meditation exercises to conduct Bal yoga sessions.

1. [BWS/N2208: Conduct the bal yoga sessions](#)

###### Elective 2: Mahila Yoga Trainer

Work with group of ladies and individuals, combining poses, breathing and meditation exercises to conduct Mahila Yoga sessions.

1. [BWS/N2209: Conduct the mahila yoga sessions](#)

###### Elective 3: Vridha Yoga Trainer

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Work with groups of elderly and individuals, combining poses, breathing and meditation exercises to conduct Vridha Yoga session.

### 1. [BWS/N2210: Conduct the Vridha Yoga Therapy session](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services, Yoga Services
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class with 2 Years of experience as a Yoga Instructor
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Diploma course in Yoga or Certificated Yoga Instructor (B&W) at Level 4, BWS/Q2201
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Approval Date</b>	27/05/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/BW/BWSSC/04244
<b>NQR Version</b>	1

## Qualification Pack

# BWS/N2204: Conduct the advanced yoga sessions for 360-degree wellness

## Description

Work with groups and individuals, combining advanced poses, advanced breathing and meditation exercises to conduct yoga sessions for 360-degree wellness.

## Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Advanced Yoga sessions for 360-degree wellness

## Elements and Performance Criteria

### *Conduct the Advanced Yoga sessions*

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

1. ensure appropriate ambience for guests to perform the advanced yoga session
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. obtain permission/ notify the guest for a physical contact with the guest during session, if required
4. obtain information on guests medical history, background, preferences, etc. before starting the session
5. recognise, adjust, and adapt to specific guest needs in the evolving therapeutic/professional relationship
6. recognise and manage the subtle dynamics inherent in the therapist/ guest relationship
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress and cope with unique difficulties / successes
8. transmit the value of self-awareness and self-responsibility throughout the therapeutic process
9. develop and adjust appropriate practice strategies to the guest
10. elicit the goals, expectations and aspirations of the guest
11. integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities
12. determine which aspects of the client/students conditions, goals and aspirations might be addressed through advanced yoga sessions
13. select and prioritise the use of advanced yoga tools and techniques
14. modify and adapt the sequence of yoga practices appropriate to the needs of guest
15. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
16. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.

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17. foster trust by establishing an appropriate therapeutic environment through privacy, confidentiality and safety
18. practise effective, guest-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
21. provide appropriate closure of the advanced yoga session
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
23. maintain neat and clean work area at all times
24. inform guests about various advanced forms of yoga and its effect on body and mind
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments
26. apply yogic principles to conduct advanced yoga sessions for guest to enhance well-being, overcome illness and live a healthier and more meaningful life
27. perform and demonstrate all advanced yoga techniques to guests and ensure compliance to safety and health standards
28. assist guests to perform all advanced techniques effectively
29. evaluate exercises performed by guests and recommend correction whenever required
30. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind
31. ensure guest satisfaction and assist in answering all guest queries
32. store guest and equipment records, securely in line with the organizations policies
33. leave the work area in a clean and hygienic condition suitable for further classes
34. communicate any shortcomings to the supervisor
35. carry out counselling of guests

## 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.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the advanced yoga techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to advanced yoga sessions
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind

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- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, bhagavad gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga, raj yoga
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga, etc.
- KU12.** basic perspectives on health and disease from yoga relevant to the practice of yoga therapy, including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis) shamana and shodhana (pacification and purification)
- KU14.** the application of yama and niyama
- KU15.** the range of yoga practices and their potential therapeutic effects for common conditions, practice may include but are not limited to asana, pranayama, meditation, relaxation techniques & etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biophysiological as movement, as they relate to the practice of yoga and the work of a Yoga Trainer
- KU20.** yoga psychology (counselling)
- KU21.** Ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)
- KU26.** knowledge of Ayurveda & naturopathy

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs

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- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Advanced Yoga sessions</i>	<b>35</b>	<b>65</b>	-	-
1. ensure appropriate ambience for guests to perform the advanced yoga session	1	1	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
3. obtain permission/ notify the guest for a physical contact with the guest during session, if required	1	3	-	-
4. obtain information on guests medical history, background, preferences, etc. before starting the session	1	3	-	-
5. recognise, adjust, and adapt to specific guest needs in the evolving therapeutic/professional relationship	1	1	-	-
6. recognise and manage the subtle dynamics inherent in the therapist/ guest relationship	1	1	-	-
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress and cope with unique difficulties / successes	1	1	-	-
8. transmit the value of self-awareness and self-responsibility throughout the therapeutic process	1	1	-	-
9. develop and adjust appropriate practice strategies to the guest	1	1	-	-
10. elicit the goals, expectations and aspirations of the guest	1	1	-	-
11. integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities	1	1	-	-
12. determine which aspects of the client/students conditions, goals and aspirations might be addressed through advanced yoga sessions	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. select and prioritise the use of advanced yoga tools and techniques	1	2	-	-
14. modify and adapt the sequence of yoga practices appropriate to the needs of guest	1	3	-	-
15. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	3	-	-
16. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	1	1	-	-
17. foster trust by establishing an appropriate therapeutic environment through privacy, confidentiality and safety	1	2	-	-
18. practise effective, guest-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	1	-	-
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	1	-	-
21. provide appropriate closure of the advanced yoga session	1	1	-	-
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	3	-	-
23. maintain neat and clean work area at all times	1	2	-	-
24. inform guests about various advanced forms of yoga and its effect on body and mind	1	2	-	-
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments	1	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
26. apply yogic principles to conduct advanced yoga sessions for guest to enhance well-being, overcome illness and live a healthier and more meaningful life	1	3	-	-
27. perform and demonstrate all advanced yoga techniques to guests and ensure compliance to safety and health standards	1	1	-	-
28. assist guests to perform all advanced techniques effectively	1	3	-	-
29. evaluate exercises performed by guests and recommend correction whenever required	1	1	-	-
30. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind	1	3	-	-
31. ensure guest satisfaction and assist in answering all guest queries	1	1	-	-
32. store guest and equipment records, securely in line with the organizations policies	1	3	-	-
33. leave the work area in a clean and hygienic condition suitable for further classes	1	3	-	-
34. communicate any shortcomings to the supervisor	1	3	-	-
35. carry out counselling of guests	1	3	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2204
<b>NOS Name</b>	Conduct the advanced yoga sessions for 360-degree wellness
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N2202: Conduct Hatha Yoga Sessions

#### Description

Work with groups and individuals, combining poses, breathing and exercises for Hatha Yoga.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conducting Hatha Yoga Sessions

#### Elements and Performance Criteria

##### *Conduct Hatha Yoga Sessions*

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

1. ensure appropriate ambience for guests to perform the yoga session
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. perform and instruct loosening exercises or sukshma vyayama as agreed with the guest and arrangement of the organization
4. perform and instruct classical asana as agreed with the guest and arrangement of the organisation
5. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation
6. perform and instruct mudras and bandhas as agreed with the guest and arrangement of the organisation
7. perform and instruct kriyas as agreed with the guest and arrangement of the organisation
8. recognise, adjust, and adapt to specific client/student needs in the evolving professional relationship
9. recognise and manage the subtle dynamics inherent in the guest relationship
10. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the clients progress, and cope with unique difficulties / successes
11. transmit the value of self-awareness and self-responsibility throughout the therapeutic process
12. develop and adjust appropriate practice strategies to the guest
13. elicit the goals, expectations and aspirations of the guest
14. integrate information from the intake, evaluation, and observation to develop a working assessment of the clients condition, limitations and possibilities
15. determine which aspects of the guests conditions, goals and aspirations might be addressed through yoga
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.

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18. practice effective, guest-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
22. maintain neat and clean work area at all times
23. inform guests about various forms of yoga and its effect on body and mind
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments
25. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
26. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards
27. assist guests to perform all techniques effectively
28. evaluate exercises performed by guests and recommend correction whenever required
29. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind
30. ensure guest satisfaction and assist in answering all guest queries
31. store guest and equipment records, securely in line with the organizations policies
32. leave the work area in a clean and hygienic condition suitable for further classes
33. communicate any shortcomings to the supervisor
34. assist the senior Yoga Trainer in designing courses, practice modules, schedules and the lesson plans
35. assess the guests' progress and achievements
36. assist the senior teachers to review the course modules and the teaching skills of yoga instructors
37. provide yogic counselling to the guests to set their long or short term goals

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the hygiene, health and safety requirements in the organization
- KU4.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application
- KU5.** patanjali yoga sutras
- KU6.** hatha yoga pradipika
- KU7.** gheranda samhita

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- KU8.** shiva samhita
- KU9.** all the postures or techniques involved, their effects and implications
- KU10.** the application of yama and niyama
- KU11.** range of yoga practices and their potential effects. practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU12.** yogic diet and yogic lifestyle
- KU13.** contraindication of yoga practices for specific conditions and circumstances
- KU14.** human anatomy and physiology including all major systems of the body and their interrelationships
- KU15.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU16.** generally accepted ethical principles of health care codes of conduct and yogas ethical principle
- KU17.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/disposal/ cautions in the use of products/ tools/equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection, etc.)
- KU18.** basic knowledge of counseling/ teaching methodology
- KU19.** symptoms/contra indications associated with other medical fields like allopath, homeopathy, unani, etc. and potential side effects of medicines on human body
- KU20.** shuddhi, cleansing, detoxification

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress

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- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct Hatha Yoga Sessions</i>	<b>37</b>	<b>63</b>	-	-
1. ensure appropriate ambience for guests to perform the yoga session	1	1	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
3. perform and instruct loosening exercises or sukshma vyayama as agreed with the guest and arrangement of the organization	1	3	-	-
4. perform and instruct classical asana as agreed with the guest and arrangement of the organisation	1	3	-	-
5. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation	1	3	-	-
6. perform and instruct mudras and bandhas as agreed with the guest and arrangement of the organisation	1	3	-	-
7. perform and instruct kriyas as agreed with the guest and arrangement of the organisation	1	3	-	-
8. recognise, adjust, and adapt to specific client/student needs in the evolving professional relationship	1	1	-	-
9. recognise and manage the subtle dynamics inherent in the guest relationship	1	1	-	-
10. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the clients progress, and cope with unique difficulties / successes	1	1	-	-
11. transmit the value of self-awareness and self-responsibility throughout the therapeutic process	1	1	-	-
12. develop and adjust appropriate practice strategies to the guest	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. elicit the goals, expectations and aspirations of the guest	1	1	-	-
14. integrate information from the intake, evaluation, and observation to develop a working assessment of the clients condition, limitations and possibilities	1	1	-	-
15. determine which aspects of the guests conditions, goals and aspirations might be addressed through yoga	1	1	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
17. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	1	2	-	-
18. practice effective, guest-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	1	-	-
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	1	-	-
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	1	-	-
22. maintain neat and clean work area at all times	1	1	-	-
23. inform guests about various forms of yoga and its effect on body and mind	1	2	-	-
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
25. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
26. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards	1	3	-	-
27. assist guests to perform all techniques effectively	1	2	-	-
28. evaluate exercises performed by guests and recommend correction whenever required	1	2	-	-
29. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind	1	1	-	-
30. ensure guest satisfaction and assist in answering all guest queries	1	1	-	-
31. store guest and equipment records, securely in line with the organizations policies	1	1	-	-
32. leave the work area in a clean and hygienic condition suitable for further classes	1	1	-	-
33. communicate any shortcomings to the supervisor	1	1	-	-
34. assist the senior Yoga Trainer in designing courses, practice modules, schedules and the lesson plans	1	2	-	-
35. assess the guests' progress and achievements	1	2	-	-
36. assist the senior teachers to review the course modules and the teaching skills of yoga instructors	1	2	-	-
37. provide yogic counselling to the guests to set their long or short term goals	1	2	-	-
<b>NOS Total</b>	<b>37</b>	<b>63</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2202
<b>NOS Name</b>	Conduct Hatha Yoga Sessions
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

## Generic Skills (GS)

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

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

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

## Assessment Criteria

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Appearance and Behavior*

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

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

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

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

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

##### *Communication and Information record*

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

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

## Qualification Pack

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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



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

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### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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

## Qualification Pack

- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N2208: Conduct the bal yoga sessions

#### Description

Work with children & adolescents in groups and as individuals, combining poses, breathing and meditation exercises to conduct Bal yoga sessions.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Bal Yoga sessions

#### Elements and Performance Criteria

##### *Conduct the Bal Yoga sessions*

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

1. components that should be covered during the session are yoga, sloka, bhajans, meditation, chanting om and its essence, group activity, moral values- skit/activity
2. ensure appropriate ambience for the children to perform the Bal yoga
3. provide appropriate opening and closure of the session through prayer/chanting/meditation
4. obtain information of child's medical history, background, preferences from parents before starting the session
5. work on enhancing child's resilience and coping frequency, thereby helping them adapt and cope with negative life events
6. work on cultivating balanced psychological and physiological responses to stress, such as improved stress management, reduced problematic stress responses, decreased cortisol concentrations
7. address the spiritual needs of the children and help to mould their character through value based curriculum
8. introduce children to various Indian scriptures (Ramayana, Bhagwat Puran) and derive lessons of right values and moral principles
9. provide a fun and non-competitive environment for children to internalize the teachings
10. ensure that there is discipline and respect among children and for their respective teachers
11. ensure that the teachings in class are inclusive and applicable to all children and their respective communities. The parents should feel comfortable reinforcing at home what is taught in classes
12. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the child's progress, and cope with unique difficulties / successes
13. transmit the value of self-awareness and self-responsibility throughout the process
14. elicit the goals, expectations and aspirations of the child
15. integrate information from the intake, evaluation, and observation to develop a working assessment of the child's condition, limitations and possibilities



## Qualification Pack

16. determine which aspects of the children's conditions, goals and aspirations might be addressed through Bal yoga
17. select and prioritise the use of yoga tools and techniques
18. modify and adapt the sequence of yoga practices appropriate to the needs of children
19. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
20. provide instruction, demonstration, education of the children using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.
21. foster trust by establishing an appropriate environment through privacy, confidentiality, and safety
22. practise effective student-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
23. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
24. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
25. inform children about the various forms of yoga and its effect on body and mind
26. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments
27. apply yogic principles while conducting sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
28. perform and demonstrate all yoga techniques to children and ensure compliance to safety and health standards
29. assist children to perform all techniques effectively
30. evaluate exercises performed by children and recommend correction whenever required
31. coordinate with senior yoga therapist and children's parents on yogic lifestyle counselling to ensure healthy body and mind
32. ensure customer satisfaction and assist in answering all queries that the children may have
33. leave the work area in a clean and hygienic condition suitable for further classes
34. communicate any shortcomings to the supervisor

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Bal yoga sessions

## Qualification Pack

- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind
- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga etc.
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga etc.
- KU12.** basic perspectives on health and disease from yoga relevant to the practice of bal yoga, including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU14.** application of yama and niyama
- KU15.** range of yoga practices and their potential therapeutic effects for common conditions. The practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of Bal yoga and the work of a Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs

## Qualification Pack

- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Bal Yoga sessions</i>	<b>34</b>	<b>66</b>	-	-
1. components that should be covered during the session are yoga, sloka, bhajans, meditation, chanting om and its essence, group activity, moral values- skit/activity	1	2	-	-
2. ensure appropriate ambience for the children to perform the Bal yoga	1	2	-	-
3. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
4. obtain information of child's medical history, background, preferences from parents before starting the session	1	2	-	-
5. work on enhancing child's resilience and coping frequency, thereby helping them adapt and cope with negative life events	1	2	-	-
6. work on cultivating balanced psychological and physiological responses to stress, such as improved stress management, reduced problematic stress responses, decreased cortisol concentrations	1	2	-	-
7. address the spiritual needs of the children and help to mould their character through value based curriculum	1	2	-	-
8. introduce children to various Indian scriptures (Ramayana, Bhagwat Puran) and derive lessons of right values and moral principles	1	2	-	-
9. provide a fun and non-competitive environment for children to internalize the teachings	1	2	-	-
10. ensure that there is discipline and respect among children and for their respective teachers	1	2	-	-
11. ensure that the teachings in class are inclusive and applicable to all children and their respective communities. The parents should feel comfortable reinforcing at home what is taught in classes	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the child's progress, and cope with unique difficulties / successes	1	2	-	-
13. transmit the value of self-awareness and self-responsibility throughout the process	1	2	-	-
14. elicit the goals, expectations and aspirations of the child	1	2	-	-
15. integrate information from the intake, evaluation, and observation to develop a working assessment of the child's condition, limitations and possibilities	1	2	-	-
16. determine which aspects of the children's conditions, goals and aspirations might be addressed through Bal yoga	1	2	-	-
17. select and prioritise the use of yoga tools and techniques	1	2	-	-
18. modify and adapt the sequence of yoga practices appropriate to the needs of children	1	2	-	-
19. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
20. provide instruction, demonstration, education of the children using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	1	2	-	-
21. foster trust by establishing an appropriate environment through privacy, confidentiality, and safety	1	2	-	-
22. practise effective student-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
23. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
24. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	2	-	-
25. inform children about the various forms of yoga and its effect on body and mind	1	2	-	-
26. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments	1	2	-	-
27. apply yogic principles while conducting sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
28. perform and demonstrate all yoga techniques to children and ensure compliance to safety and health standards	1	2	-	-
29. assist children to perform all techniques effectively	1	2	-	-
30. evaluate exercises performed by children and recommend correction whenever required	1	2	-	-
31. coordinate with senior yoga therapist and children's parents on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
32. ensure customer satisfaction and assist in answering all queries that the children may have	1	2	-	-
33. leave the work area in a clean and hygienic condition suitable for further classes	1	1	-	-
34. communicate any shortcomings to the supervisor	1	1	-	-
<b>NOS Total</b>	<b>34</b>	<b>66</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2208
<b>NOS Name</b>	Conduct the bal yoga sessions
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N2209: Conduct the mahila yoga sessions

#### Description

Work with group of ladies and individuals, combining poses, breathing and mediation exercises to conduct Mahila Yoga sessions.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Mahila Yoga sessions

#### Elements and Performance Criteria

##### *Conduct the Bal Yoga sessions*

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

1. ensure appropriate ambience for guests to perform the Mahila yoga sessions
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. obtain permission/ notify the client for a physical contact with the guest during session, if required
4. obtain information on guests medical history, background, preferences etc. before starting the session
5. recognise, adjust, and adapt to specific guest needs in the evolving professional relationship
6. recognise and manage the subtle dynamics inherent in the teacher /guest relationship
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
8. transmit the value of self-awareness and self-responsibility throughout the process
9. develop and adjust appropriate practice strategies to the guest
10. integrate information from the intake, evaluation, and observation to develop a working assessment of the guests condition, limitations and possibilities
11. determine which aspects of the guests conditions, goals and aspirations might be addressed through Mahila yoga sessions
12. understand from guests, poses causing any sort of discomfort to them
13. educate the guests on benefits both baby and mother is gaining through this Mahila yoga sessions
14. select and prioritise the use of Mahila yoga tools and techniques.
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. provide instruction, demonstration, education of the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.



## Qualification Pack

18. foster trust by establishing an appropriate environment through privacy, confidentiality, and safety
19. practise effective, guest-centred communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors
20. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
21. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
23. maintain neat and clean work area at all times
24. inform guests in various forms of Mahila yoga and its effect on body and mind
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments
26. apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life
27. perform and demonstrate all Mahila yoga techniques to guests and ensure compliance to safety and health standards
28. assist guests to perform all Mahila techniques effectively
29. evaluate exercises performed by guests and recommend correction whenever required
30. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind
31. ensure guest satisfaction and assist in answering all guest queries
32. store guest and equipment records, securely in line with the organizations policies
33. leave the work area in a clean and hygienic condition suitable for further classes
34. communicate any shortcomings to the supervisor

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Bal yoga sessions
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind
- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga etc.

## Qualification Pack

- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga etc.
- KU12.** basic perspectives on health and disease from yoga relevant to the practice of bal yoga, including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU14.** application of yama and niyama
- KU15.** range of yoga practices and their potential therapeutic effects for common conditions. The practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of Bal yoga and the work of a Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal

## Qualification Pack

- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Bal Yoga sessions</i>	<b>34</b>	<b>66</b>	-	-
1. ensure appropriate ambience for guests to perform the Mahila yoga sessions	1	2	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
3. obtain permission/ notify the client for a physical contact with the guest during session, if required	1	2	-	-
4. obtain information on guests medical history, background, preferences etc. before starting the session	1	2	-	-
5. recognise, adjust, and adapt to specific guest needs in the evolving professional relationship	1	2	-	-
6. recognise and manage the subtle dynamics inherent in the teacher /guest relationship	1	2	-	-
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	1	2	-	-
8. transmit the value of self-awareness and self-responsibility throughout the process	1	2	-	-
9. develop and adjust appropriate practice strategies to the guest	1	2	-	-
10. integrate information from the intake, evaluation, and observation to develop a working assessment of the guests condition, limitations and possibilities	1	2	-	-
11. determine which aspects of the guests conditions, goals and aspirations might be addressed through Mahila yoga sessions	1	2	-	-
12. understand from guests, poses causing any sort of discomfort to them	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. educate the guests on benefits both baby and mother is gaining through this Mahila yoga sessions	1	2	-	-
14. select and prioritise the use of Mahila yoga tools and techniques.	1	2	-	-
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests	1	2	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
17. provide instruction, demonstration, education of the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	1	2	-	-
18. foster trust by establishing an appropriate environment through privacy, confidentiality, and safety	1	2	-	-
19. practise effective, guest-centred communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors	1	2	-	-
20. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	2	-	-
21. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	2	-	-
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	2	-	-
23. maintain neat and clean work area at all times	1	2	-	-
24. inform guests in various forms of Mahila yoga and its effect on body and mind	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments	1	2	-	-
26. apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life	1	2	-	-
27. perform and demonstrate all Mahila yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-
28. assist guests to perform all Mahila techniques effectively	1	2	-	-
29. evaluate exercises performed by guests and recommend correction whenever required	1	2	-	-
30. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
31. ensure guest satisfaction and assist in answering all guest queries	1	2	-	-
32. store guest and equipment records, securely in line with the organizations policies	1	2	-	-
33. leave the work area in a clean and hygienic condition suitable for further classes	1	1	-	-
34. communicate any shortcomings to the supervisor	1	1	-	-
<b>NOS Total</b>	<b>34</b>	<b>66</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2209
<b>NOS Name</b>	Conduct the mahila yoga sessions
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Qualification Pack

### BWS/N2210: Conduct the Vridha Yoga Therapy session

#### Description

Work with groups of elderly and individuals, combining poses, breathing and meditation exercises to conduct Vridha yoga sessions.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Vridha Yoga sessions

#### Elements and Performance Criteria

##### *Conduct the Vridha Yoga sessions*

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

1. ensure appropriate ambience for the elderly guests to perform the Vridha yoga sessions
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. obtain permission/ notify the guests for a physical contact with the guest during Vridha yoga session, if required
4. obtain information on guests medical history, background, preferences, etc. before starting the Vridha yoga session
5. recognise, adjust, and adapt to specific client/student needs in the evolving therapeutic/professional relationship
6. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship
7. analyze the difficulties individuals are facing due to ageing in performing various Vridha yoga poses
8. suggest guests to substitute warm-ups with brisk walking and joint movements
9. teach standing yoga poses triangle pose (konasana series) and standing spinal twist (kati chakrasanas)
10. teach sitting yoga poses butterfly pose, cradling (if possible), body rotation, cat stretch and child pose (shishu asana)
11. teach yoga poses which are performed lying on the back or stomach and focuses on repetitions rather than holding any posture such as the cobra pose (bhujangasana), the locust pose (shalabhasana) or the knee to chin press (pawanmuktasana)
12. teach yoga nidra which is by far the most essential part of any yoga practice, and as age progresses, it becomes even more essential to help assimilate the effect of the asana practice into our system
13. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
14. transmit the value of self-awareness and self-responsibility throughout the process
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests



## Qualification Pack

16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. foster trust by establishing an appropriate environment through privacy, confidentiality and safety
18. practise effective, guest-centred communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
22. maintain neat and clean work area at all times
23. inform guests about the various forms of Vridha yoga and its effect on body and mind
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments
25. apply yogic principles to conduct Vridha yoga sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
26. perform and demonstrate all Vridha yoga techniques to guests and ensure compliance to safety and health standards
27. assist guests to perform all Vridha yoga techniques effectively
28. evaluate exercises performed by guests and recommend correction whenever required
29. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind
30. ensure guest satisfaction and assist in answering all guest queries
31. store guest and equipment records, securely in line with the organizations policies
32. leave the work area in a clean and hygienic condition suitable for further classes
33. communicate any shortcomings to the supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the Vridha yoga techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Vridha yoga
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind

## Qualification Pack

- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga, etc.
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga, etc.
- KU12.** basic perspectives on health and disease from yoga relevant to the practice of Vridha yoga, including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU14.** application of yama and niyama
- KU15.** range of yoga practices and their potential effects for common conditions. practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of Vridha yoga and the work of a Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** vridha yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets

## Qualification Pack

- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Vridha Yoga sessions</i>	<b>33</b>	<b>67</b>	-	-
1. ensure appropriate ambience for the elderly guests to perform the Vridha yoga sessions	1	2	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
3. obtain permission/ notify the guests for a physical contact with the guest during Vridha yoga session, if required	1	2	-	-
4. obtain information on guests medical history, background, preferences, etc. before starting the Vridha yoga session	1	2	-	-
5. recognise, adjust, and adapt to specific client/student needs in the evolving therapeutic/professional relationship	1	2	-	-
6. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship	1	2	-	-
7. analyze the difficulties individuals are facing due to ageing in performing various Vridha yoga poses	1	2	-	-
8. suggest guests to substitute warm-ups with brisk walking and joint movements	1	2	-	-
9. teach standing yoga poses triangle pose (konasana series) and standing spinal twist (kati chakrasanas)	1	3	-	-
10. teach sitting yoga poses butterfly pose, cradling (if possible), body rotation, cat stretch and child pose (shishu asana)	1	2	-	-
11. teach yoga poses which are performed lying on the back or stomach and focuses on repetitions rather than holding any posture such as the cobra pose (bhujangasana), the locust pose (shalabhasana) or the knee to chin press (pawanmuktasana)	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. teach yoga nidra which is by far the most essential part of any yoga practice, and as age progresses, it becomes even more essential to help assimilate the effect of the asana practice into our system	1	2	-	-
13. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	1	2	-	-
14. transmit the value of self-awareness and self-responsibility throughout the process	1	2	-	-
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests	1	2	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
17. foster trust by establishing an appropriate environment through privacy, confidentiality and safety	1	2	-	-
18. practise effective, guest-centred communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors	1	2	-	-
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	2	-	-
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	2	-	-
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	2	-	-
22. maintain neat and clean work area at all times	1	2	-	-
23. inform guests about the various forms of Vridha yoga and its effect on body and mind	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments	1	2	-	-
25. apply yogic principles to conduct Vridha yoga sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
26. perform and demonstrate all Vridha yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-
27. assist guests to perform all Vridha yoga techniques effectively	1	2	-	-
28. evaluate exercises performed by guests and recommend correction whenever required	1	2	-	-
29. coordinate with senior Yoga Trainer and guests on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
30. ensure guest satisfaction and assist in answering all guest queries	1	2	-	-
31. store guest and equipment records, securely in line with the organizations policies	1	2	-	-
32. leave the work area in a clean and hygienic condition suitable for further classes	1	2	-	-
33. communicate any shortcomings to the supervisor	1	2	-	-
<b>NOS Total</b>	<b>33</b>	<b>67</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2210
<b>NOS Name</b>	Conduct the Vridha Yoga Therapy session
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	08/03/2024
<b>NSQC Clearance Date</b>	31/08/2021

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

## Qualification Pack

### Minimum Aggregate Passing % at QP Level : 70

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

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2204. Conduct the advanced yoga sessions for 360-degree wellness	35	65	-	-	100	30
BWS/N2202. Conduct Hatha Yoga Sessions	37	63	-	-	100	30
BWS/N9002. Maintain health and safety at the workplace	33	67	-	-	100	10
BWS/N9003. Create a positive impression at the workplace	36	64	-	-	100	10
BWS/N9001. Prepare and maintain work area	30	70	-	-	100	10
<b>Total</b>	<b>171</b>	<b>329</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>90</b>

#### Elective: 1 Bal Yoga Trainer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2208. Conduct the bal yoga sessions	34	66	-	-	100	10
<b>Total</b>	<b>34</b>	<b>66</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

#### Elective: 2 Mahila Yoga Trainer



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2209. Conduct the mahila yoga sessions	34	66	-	-	100	10
<b>Total</b>	<b>34</b>	<b>66</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Elective: 3 Vridha Yoga Trainer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2210. Conduct the Vridha Yoga Therapy session	33	67	-	-	100	10
<b>Total</b>	<b>33</b>	<b>67</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

## Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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