

Qualification Pack



Assistant Hair Dresser & Stylist

QP Code: BWS/Q0201

Version: 4.0

NSQF Level: 3

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba
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BWS/Q0201: Assistant Hair Dresser & Stylist

Brief Job Description

An Assistant Hair Dresser & Stylist shampoos and condition hair and scalp, blow dries hair, provides basic haircuts, colours hair, and provides Indian head massage to clients by maintaining health, safety and hygiene at workplace. They assist the hair dresser & stylist in providing other advanced hair dressing & styling services.

Personal Attributes

An Assistant Hair Dresser & Stylist must possess good communication skills along with pleasing personality. They must be able to work under pressure and must be polite and patient. An Assistant Hair Dresser & Stylist must also have good hand eye coordination, good customer service orientation and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
2. [BWS/N9001: Prepare and maintain work area](#)
3. [BWS/N9003: Create a positive impression at the workplace](#)
4. [BWS/N9002: Maintain health and safety at the workplace](#)
5. [BWS/N0201: Perform basic blow drying of hair](#)
6. [BWS/N0203: Perform basic hair cut](#)
7. [BWS/N0126: Provide simple hair dressing services to produce common hair dos](#)
8. [BWS/N0214: Apply colour to hair](#)
9. [BWS/N0202: Shampoo, condition the hair and scalp](#)
10. [BWS/N0417: Provide Indian head massage](#)

Qualification Pack (QP) Parameters

| | |
|---------------|-------------------|
| Sector | Beauty & Wellness |
|---------------|-------------------|

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| | |
|---|--|
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| Country | India |
| NSQF Level | 3 |
| Credits | 13 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5141.0201 |
| Minimum Educational Qualification & Experience | 8th grade pass with 1 Year of experience OR 8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 year of (NTC/ NAC) after 8th |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 16 Years |
| Last Reviewed On | NA |
| Next Review Date | 17/11/2025 |
| NSQC Approval Date | 17/11/2022 |
| Version | 4.0 |
| Reference code on NQR | 2022/BW/BWSSC/06578 |
| NQR Version | 1 |

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DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. identify employability skills required for jobs in various industries | - | - | - | - |
| PC2. identify and explore learning and employability portals | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. | - | - | - | - |
| PC4. follow environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 2 | 4 | - | - |
| PC5. recognize the significance of 21st Century Skills for employment | - | - | - | - |
| PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC7. use basic English for everyday conversation in different contexts, in person and over the telephone | - | - | - | - |
| PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| PC9. write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| <i>Career Development & Goal Setting</i> | 1 | 2 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. understand the difference between job and career | - | - | - | - |
| PC11. prepare a career development plan with short- and long-term goals, based on aptitude | - | - | - | - |
| <i>Communication Skills</i> | 2 | 2 | - | - |
| PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings | - | - | - | - |
| PC13. work collaboratively with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 2 | - | - |
| PC14. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC15. escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 2 | 3 | - | - |
| PC16. select financial institutions, products and services as per requirement | - | - | - | - |
| PC17. carry out offline and online financial transactions, safely and securely | - | - | - | - |
| PC18. identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation | - | - | - | - |
| <i>Essential Digital Skills</i> | 3 | 4 | - | - |
| PC20. operate digital devices and carry out basic internet operations securely and safely | - | - | - | - |
| PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively | - | - | - | - |
| PC22. use basic features of word processor, spreadsheets, and presentations | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Entrepreneurship</i> | 2 | 3 | - | - |
| PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity | - | - | - | - |
| <i>Customer Service</i> | 1 | 2 | - | - |
| PC26. identify different types of customers | - | - | - | - |
| PC27. identify and respond to customer requests and needs in a professional manner. | - | - | - | - |
| PC28. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 2 | 3 | - | - |
| PC29. create a professional Curriculum vitae (Résumé) | - | - | - | - |
| PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| PC31. apply to identified job openings using offline /online methods as per requirement | - | - | - | - |
| PC32. answer questions politely, with clarity and confidence, during recruitment and selection | - | - | - | - |
| PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| NOS Total | 20 | 30 | - | - |



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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0102 |
| NOS Name | Employability Skills (60 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| Next Review Date | 05/01/2026 |
| NSQC Clearance Date | 05/01/2023 |

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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

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- 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

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Assessment Criteria

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

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



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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--------------------------------|
| NOS Code | BWS/N9001 |
| NOS Name | Prepare and maintain work area |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

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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

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N9003 |
| NOS Name | Create a positive impression at the workplace |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N9002: Maintain health and safety at the 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

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Assessment Criteria

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



Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N9002 |
| NOS Name | Maintain health and safety at the workplace |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0201: Perform basic blow drying of hair

Description

This OS unit is about applying hair dryer to perform blow dry aligned to the standards of operation of the salon.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Blow drying of hair

Elements and Performance Criteria

Perform basic blow drying of hair

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

1. comply with health and safety standards and processes laid out by manufacturer and the establishment, to protect self, co-workers, organisation and customers/visitors
2. • use suitable consultation techniques to identify the clients wishes for the desired look before carrying out blow drying procedure including with guardians/parents for minors
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.
3. ensure a guardian/parent is present for minors under age 14
4. carry out the process using the tools and materials as laid down by the salon
5. confirm blow drying requirements and any special instructions with the client
6. • apply hair products, if required, following the stylist's instructions
• Products: Hair spray, cream, mousse, gel, etc.
7. • use techniques and carry out checks to minimise the risk of damage to the hair and client discomfort
• Techniques and checks: Setting of dryer, direction of blow drying, duration and movements, moisturising hair prior to drying, not drying out fully, shampooing hair prior, drying with wet towel first, applying products, blowing cool air to end, etc.
8. blow dry using sections of hair that are convenient and efficient and as per styling tool size
9. check regularly whether client is comfortable during the drying process, if not, work to increase comfort levels
10. maintain even tension throughout the blow drying process
11. check temperature of the styling equipment to ensure it is in comfortable and approved range
12. use back combing and back brushing techniques to achieve desired look
13. • use tools and equipment effectively to achieve the required result
• Tools: Blow dryer, comb, etc.
14. ask questions to check with the client their satisfaction with the finished result
15. use finger drying to shape hair, achieve volume, balance, direction and desired look
16. use flat brush/paddle brush to straighten hair

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17. • use thermal/rollers for hair setting with curls
• Rollers: Heated rollers, Rollers with pins
18. work minimising wastage of products
19. thank customer for feedback post-service, where customer is not satisfied with service, take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage
20. provide specific after-care advice to the client to maintain and protect hair from damage, frequency of future services, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements, including compliances, etc. related to the area of work
- KU2.** service standards and brand related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while providing blowdrying services
- KU4.** • environmental conditions required and expected for carrying out services and importance of maintaining these
• Conditions: Air, light, space, temperature, sound, cleanliness, etc
- KU5.** importance of clarifying and following instructions from the client
- KU6.** factor impacting clients comfort throughout the drying process and importance of checking the same regularly with the client
- KU7.** basic anatomical structure of the hair and principles of hair growth
- KU8.** • structure of the hair and basic principles of hair growth
• Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
• Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU9.** • classification of reference points of head
• Classification: forehead, nape, crown, occipital, contours, temple
- KU10.** • classification of hair
• Classification: Straight, wavy, curly, very curly.
- KU11.** explain how their hair characteristics may impact on the hairdressing services
- KU12.** effects of the humidity and drying process on the hair
- KU13.** procedure to operate a blow dryer safely and usage of its features and settings
- KU14.** correct application of blow drying Correct application: Direction, duration, distance from scalp, frequency, etc.
- KU15.** effect of incorrect application of heat on the hair and scalp (Effects: Split ends, damaged follicles, headache, burning sensation)
- KU16.** range of flat and round brushes available for blow drying and their usage
- KU17.** different types of blow drying products and their respective purpose
- KU18.** process of finger drying and using it to achieve desired look
- KU19.** techniques of handling and controlling hair sections during the drying process
- KU20.** methods, techniques and equipment used for straightening or curling hair

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- KU21.** cross infection, cross infestation - their causes and precautions for prevention
- KU22.** contact dermatitis, its causes and precautions for prevention
- KU23.** difference between disinfecting and sterilizing
- KU24.** importance of using products economically and storing products correctly to minimize wastage
- KU25.** customer service principles including privacy and protection to modesty of the customers
- KU26.** policy and procedure to serve minors and importance of following the same
- KU27.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU28.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- 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

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- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage



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- 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>Perform basic blow drying of hair</i> | 26 | 74 | - | - |
| 1. comply with health and safety standards and processes laid out by manufacturer and the establishment, to protect self, co-workers, organisation and customers/visitors | 1.5 | 2.5 | - | - |
| 2. • use suitable consultation techniques to identify the clients wishes for the desired look before carrying out blow drying procedure including with guardians/parents for minors • Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc. | 2 | 4 | - | - |
| 3. ensure a guardian/parent is present for minors under age 14 | 0.5 | 2.5 | - | - |
| 4. carry out the process using the tools and materials as laid down by the salon | 1 | 4 | - | - |
| 5. confirm blow drying requirements and any special instructions with the client | 1 | 4 | - | - |
| 6. • apply hair products, if required, following the stylist's instructions • Products: Hair spray, cream, mousse, gel, etc. | 1.5 | 4.5 | - | - |
| 7. • use techniques and carry out checks to minimise the risk of damage to the hair and client discomfort • Techniques and checks: Setting of dryer, direction of blow drying, duration and movements, moisturising hair prior to drying, not drying out fully, shampooing hair prior, drying with wet towel first, applying products, blowing cool air to end, etc. | 2 | 4 | - | - |
| 8. blow dry using sections of hair that are convenient and efficient and as per styling tool size | 1 | 4 | - | - |
| 9. check regularly whether client is comfortable during the drying process, if not, work to increase comfort levels | 1.5 | 3.5 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 10. maintain even tension throughout the blow drying process | 1.5 | 4.5 | - | - |
| 11. check temperature of the styling equipment to ensure it is in comfortable and approved range | 1 | 3 | - | - |
| 12. use back combing and back brushing techniques to achieve desired look | 1 | 4 | - | - |
| 13. • use tools and equipment effectively to achieve the required result • Tools: Blow dryer, comb, etc. | 1 | 4 | - | - |
| 14. ask questions to check with the client their satisfaction with the finished result | 2 | 3 | - | - |
| 15. use finger drying to shape hair, achieve volume, balance, direction and desired look | 1 | 3 | - | - |
| 16. use flat brush/paddle brush to straighten hair | 1 | 4 | - | - |
| 17. • use thermal/rollers for hair setting with curls • Rollers: Heated rollers, Rollers with pins | 1 | 5 | - | - |
| 18. work minimising wastage of products | 1.5 | 3.5 | - | - |
| 19. thank customer for feedback post-service, where customer is not satisfied with service, take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage | 1.5 | 3.5 | - | - |
| 20. provide specific after-care advice to the client to maintain and protect hair from damage, frequency of future services, etc. | 1.5 | 3.5 | - | - |
| NOS Total | 26 | 74 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------|
| NOS Code | BWS/N0201 |
| NOS Name | Perform basic blow drying of hair |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0203: Perform basic hair cut

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic hair cutting skills for men and women in a way that enhances their personal image.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Perform common/basic haircuts
 - a. one length
 - b. uniform layer

Elements and Performance Criteria

Perform common/basic hair cuts

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

1. ensure the health and safety standards and processes laid out by manufacturer and the salon are followed to perform the operation and secure self, workplace, co-workers and clients
2. • use suitable consultation techniques to identify the clients wishes for the desired look before cutting the hair including with guardians/parents for minors
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.
3. ensure a guardian/parent is present for minors under age 14
4. identify contra-indications that may restrict or limit provision of services
5. use tools and products that are safe and fit for purpose
6. explore the variety of looks with the client using relevant visual aids to identify client preference and selection
7. identify and advise the customer on any factors which may limit, prevent or affect their choice of look
8. confirm with the client the look agreed before commencing
9. prepare the clients hair prior to cutting in straight cut, V or U
10. establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals
11. consult with the client during the cutting service to confirm accurate progress towards the desired look
12. perform the basic one length hair cut to achieve the desired look
13. • cut using various techniques
• Techniques: Scissors over comb, clipper over comb, freehand, thinning
14. create suitable neckline shapes as per client preference Shapes: Tapered, round, square
15. take suitable remedial action to resolve any problems arising during the cutting service
16. ensure the work area is kept clean and tidy during the service

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17. get confirmation from the client on the accuracy of the finished look in relation to clients expectation
18. provide advice and recommendations accurately and constructively for hair care post cutting
19. provide the client suitable advice on the maintenance of their look
20. dispose waste materials as per organisational standards in a safe and hygienic manner
21. record details of the procedure accurately as per organisational policy and approved practice
22. store information securely in line with the salons policies
23. thank customer for feedback post-service, where customer is not satisfied with service, take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements
- KU2.** service standards and brand image related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while working in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** cross infection, cross infestation - their causes and precautions for prevention
- KU6.** contact dermatitis, its causes and precautions for prevention
- KU7.** difference between disinfecting and sterilising
- KU8.** policy and procedures for servicing minor (age under 14) customers
- KU9.**
 - classification of reference points of head
 - Classification: forehead, nape, temple, crown, occipital, contours
- KU10.**
 - classification of hair
 - Classification: Straight, wavy, curly, very curly
- KU11.** explain how their hair characteristics may impact on the hairdressing services
- KU12.**
 - different factors that must be taken into consideration prior to and during cutting
 - Factors: Face shape, hair type, preferred look, wet cutting/dry cutting, etc.
- KU13.**
 - rationale behind sectioning of hair prior to cutting
 - Sectioning: horizontal, vertical, diagonal forward, diagonal backwards, concave, convex, radial, pivot point, horseshoe, profile parting, profile sectioning
- KU14.**
 - types of products available for achieving final look
 - Products: Gel, mousse, spray, oil, creams
- KU15.**
 - sources of creative information and inspiration
 - Sources: Magazines, models, etc
- KU16.**
 - methods to use all the cutting techniques in the range
 - Range of techniques: scissors over comb, clipper over comb, club cutting, thinning, etc.
- KU17.**
 - tools that can be used on different types of hair
 - Tools: Clippers, scissors, shears, razors
- KU18.** methods to crosscheck and balance the cut

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- KU19.** • importance of applying the correct degree of tension to the hair when cutting
• Degree/ Angle: 0, 45, 90
- KU20.** importance of keeping the hair damp throughout the wet cutting process, the recommended time interval between cuts
- KU21.** method to use tools and equipment to maintain the look
- KU22.** contra-indications and respective necessary actions
- KU23.** contra-actions and respective necessary subsequent actions
- KU24.** cross infection, cross infestation - their causes and precautions for prevention
- KU25.** contact dermatitis, its causes and precautions for prevention
- KU26.** difference between disinfecting and sterilising
- KU27.** importance of using products economically and storing products correctly to minimize wastage
- KU28.** products for home use that will benefit the client

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 blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, treatments, 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.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS14.** give clear instructions to customers and/or coworkers as required
- GS15.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS16.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics

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- GS17.** exchange information effectively to perform a task
- GS18.** give simple directions, instructions and explanations
- GS19.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS20.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS21.** use simple and compound sentences in conversations
- GS22.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS23.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS24.** listen and understand the local language in dealing with clients
- GS25.** decide on course of action by recalling organisational policy, procedures and service standards
- GS26.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS27.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS28.** get information on chain of command to be approached for decisions based on
- GS29.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS30.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS31.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS32.** organize service feedback files/documents
- GS33.** plan and manage work routine based on salon procedure
- GS34.** maintain the work area, equipment and product stocks to meet client schedules
- GS35.** maintain accurate records of clients, treatments and product stock levels
- GS36.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS37.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS38.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS39.** respond promptly to customers in a manner that aims to exceed their expectation
- GS40.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS41.** build customer relationships using a customer centric approach
- GS42.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS43.** identify problems that hinder achievement or increase risks
- GS44.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems

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- GS45.** 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
- GS46.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS47.** explain the importance of resolving problem in a timely manner
- GS48.** explain the importance of accurate communications in problem resolution
- GS49.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS50.** seek guidance to define criteria and assign values of importance and urgency
- GS51.** sort information in order of importance
- GS52.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS53.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS54.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS55.** identify relevant and reliable sources of information for seeking clarity where required
- GS56.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS57.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Perform common/basic hair cuts</i> | 22 | 78 | - | - |
| 1. ensure the health and safety standards and processes laid out by manufacturer and the salon are followed to perform the operation and secure self, workplace, co-workers and clients | 1 | 3 | - | - |
| 2. <ul style="list-style-type: none"> use suitable consultation techniques to identify the clients wishes for the desired look before cutting the hair including with guardians/parents for minors Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc. | 1.5 | 3.5 | - | - |
| 3. ensure a guardian/parent is present for minors under age 14 | 0.5 | 2.5 | - | - |
| 4. identify contra-indications that may restrict or limit provision of services | 1 | 3 | - | - |
| 5. use tools and products that are safe and fit for purpose | 0.5 | 3.5 | - | - |
| 6. explore the variety of looks with the client using relevant visual aids to identify client preference and selection | 1 | 5 | - | - |
| 7. identify and advise the customer on any factors which may limit, prevent or affect their choice of look | 1.5 | 4.5 | - | - |
| 8. confirm with the client the look agreed before commencing | 0.5 | 2.5 | - | - |
| 9. prepare the clients hair prior to cutting in straight cut, V or U | 1 | 5 | - | - |
| 10. establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals | 2 | 5 | - | - |
| 11. consult with the client during the cutting service to confirm accurate progress towards the desired look | 1 | 4 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 12. perform the basic one length hair cut to achieve the desired look | 1 | 4 | - | - |
| 13. • cut using various techniques • Techniques: Scissors over comb, clipper over comb, freehand, thinning | 1 | 5 | - | - |
| 14. create suitable neckline shapes as per client preference Shapes: Tapered, round, square | 1 | 4 | - | - |
| 15. take suitable remedial action to resolve any problems arising during the cutting service | 1 | 3 | - | - |
| 16. ensure the work area is kept clean and tidy during the service | - | 2 | - | - |
| 17. get confirmation from the client on the accuracy of the finished look in relation to clients expectation | 1 | 3 | - | - |
| 18. provide advice and recommendations accurately and constructively for hair care post cutting | 1 | 4 | - | - |
| 19. provide the client suitable advice on the maintenance of their look | 1 | 3 | - | - |
| 20. dispose waste materials as per organisational standards in a safe and hygienic manner | - | 2 | - | - |
| 21. record details of the procedure accurately as per organisational policy and approved practice | 1.5 | 1.5 | - | - |
| 22. store information securely in line with the salons policies | 1 | 2 | - | - |
| 23. thank customer for feedback post-service, where customer is not satisfied with service, take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage | 1 | 3 | - | - |
| NOS Total | 22 | 78 | - | - |



Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|------------------------|
| NOS Code | BWS/N0203 |
| NOS Name | Perform basic hair cut |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 3 |
| Credits | 2 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0126: Provide simple hair dressing services to produce common hair dos

Description

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

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Provide simple hair dressing services to produce common hair dos

Elements and Performance Criteria

Provide simple hair dressing services to produce common hair dos

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

1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.
2. ensure a guardian/parent is present for minors under age 14
3. position self and client to ensure privacy, comfort and safety, throughout the service
4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
5. perform back combing /back brushing technique as required
6. control and secure hair effectively into place, during dressing
7. • dress the hair to the satisfaction of the client producing simple hair dos
• Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc.
8. • apply common hair accessories correctly
• Accessories: eg. pins, false hair, parandas, clips, flowers, etc.
9. apply finishing product following manufacturers instructions to maintain the style
10. ensure the work area is kept clean and tidy during the service
11. promptly refer problems that cannot be solved to the relevant superior for action
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
13. record details of the procedure accurately as per organisational policy and procedures
14. store information securely in line with the salons policies
15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
16. dispose waste materials as per organisational standards in a safe and hygienic manner
17. ask questions to check with the client their satisfaction with the finished result

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.** • environmental conditions required and expected for carrying out services and importance of maintaining these
• Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions and causes
- KU6.** contra indications for hair processes and relevant necessary action
- KU7.** • hair structure and hair shaft
• Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
• Shaft: Medulla, cortex, cuticle
- KU8.** planning the style according to the occasion
- KU9.** • factors that influence services
• Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU10.** • various hair accessories
• Accessories: Pins, clips, false hair, parandas, nets, veils, fresh flowers(gajra), etc.
- KU11.** • various styles of dressing hair
• Styles: Plait, twists, braids, knots, chignon, pleat, rolls, ringlets, smooth blow dry, curly blow dry, tonging, , straightening, , wet/dry setting, added hair
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** range and application of finishing products
- KU14.** physical effects of styling on hair structure
- KU15.** procedure to be followed while attending to minors
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU18.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

Qualification Pack

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

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- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences



Qualification Pack

GS58. identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Provide simple hair dressing services to produce common hair dos</i> | 25 | 75 | - | - |
| 1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors • Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc. | 1.5 | 4.5 | - | - |
| 2. ensure a guardian/parent is present for minors under age 14 | 0.5 | 3.5 | - | - |
| 3. position self and client to ensure privacy, comfort and safety, throughout the service | 1 | 5 | - | - |
| 4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 2 | 6 | - | - |
| 5. perform back combing /back brushing technique as required | 2 | 5 | - | - |
| 6. control and secure hair effectively into place, during dressing | 1 | 4 | - | - |
| 7. • dress the hair to the satisfaction of the client producing simple hair dos • Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc. | 1.5 | 4.5 | - | - |
| 8. • apply common hair accessories correctly • Accessories: eg. pins, false hair, parandas, clips, flowers, etc. | 1.5 | 4.5 | - | - |
| 9. apply finishing product following manufacturers instructions to maintain the style | 2 | 5 | - | - |
| 10. ensure the work area is kept clean and tidy during the service | - | 4 | - | - |
| 11. promptly refer problems that cannot be solved to the relevant superior for action | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 1 | 4 | - | - |
| 13. record details of the procedure accurately as per organisational policy and procedures | 3 | 3 | - | - |
| 14. store information securely in line with the salons policies | 1.5 | 3.5 | - | - |
| 15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | 2 | 4 | - | - |
| 16. dispose waste materials as per organisational standards in a safe and hygienic manner | 0.5 | 3.5 | - | - |
| 17. ask questions to check with the client their satisfaction with the finished result | 2 | 3 | - | - |
| 18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor | 1 | 4 | - | - |
| NOS Total | 25 | 75 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | BWS/N0126 |
| NOS Name | Provide simple hair dressing services to produce common hair dos |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services, Haircare Services |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0214: Apply colour to hair

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Perform a variety of colouring techniques to apply hair colour

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

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

Qualification Pack

15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
17. record details of the procedure accurately as per organisation standards
18. store information securely in line with the salons policies
19. provide specific after-procedure, homecare advice and recommendations for product use and further's to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle
 - Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** hair examination and principles of colouring
- KU8.** international colour chart
- KU9.** permanent, semi-permanent and temporary colors
- KU10.** natural base, undercoats, numbering system
- KU11.**
 - colour application principles and procedures
 - Principles and procedures: Global colouring, gray coverage, various stages of re-growth
- KU12.** types of colouring products and their effect on hair structure
- KU13.**
 - colouring techniques, colouring products, bleaching products, conditioners and post-colour procedures
 - Colouring Techniques: hair highlighting, basic foil highlighting, streaking cap, frosting, blocking/paneling, ombre, balayage
- KU14.** tools and equipment used for colouring
- KU15.** restoring the hair to its natural pH using conditioner
- KU16.** importance if using products economically and storing products correctly to minimize wastage
- KU17.** customer service principles including privacy and protection to modesty of the customers
- KU18.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU19.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

Qualification Pack

Generic Skills (GS)

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

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

Qualification Pack

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



Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform a variety of colouring techniques to apply hair colour</i> | 29 | 71 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 3 | - | - |
| 2. consult the client by questioning to identify contra-indications to hair and make-up products | 2 | 4 | - | - |
| 3. <ul style="list-style-type: none"> prepare yourself, the client and work area for hair colouring services where required Yourself: sanitize the hands prior to service commencement Client: provide suitable protective apparel, remove jewellery, etc. Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc | 1 | 4 | - | - |
| 4. position self and client to ensure privacy, comfort and safety, throughout the service | 1 | 4 | - | - |
| 5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely | 2 | 4 | - | - |
| 6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service | 1.5 | 3.5 | - | - |
| 7. mix the colours accurately as per manufacturer instructions | 2 | 3 | - | - |
| 8. apply colours in sections neatly, taking into account various influencing factors Influencing factors: skin tone, existing colour, hair condition, test results if any, etc | 1 | 4 | - | - |
| 9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action | 1.5 | 3.5 | - | - |
| 10. apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas | 2 | 5 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 11. monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development | 2 | 5 | - | - |
| 12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products | 2 | 4 | - | - |
| 13. apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions | 1 | 5 | - | - |
| 14. work minimising wastage of products | 1 | 4 | - | - |
| 15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 1 | 4 | - | - |
| 16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards | 2 | 3 | - | - |
| 17. record details of the procedure accurately as per organisation standards | 2 | 3 | - | - |
| 18. store information securely in line with the salons policies | 2 | 2 | - | - |
| 19. provide specific after-procedure, homecare advice and recommendations for product use and further's to the client | 1 | 3 | - | - |
| NOS Total | 29 | 71 | - | - |



Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|----------------------|
| NOS Code | BWS/N0214 |
| NOS Name | Apply colour to hair |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 3.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0202: Shampoo, condition the hair and scalp

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare self and client

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout service to ensure privacy, comfort and safety
3.
 - prepare yourself, the client and work area for shampoo and conditioning services
 - Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc.
 - Client: provide suitable protective apparel, remove jewellery, etc.
 - Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.)
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
6. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients needs and service plan

Shampoo, condition the hair

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, causes and contra-indications to scalp massage
- KU6.** shampooing, conditioning and massage techniques and equipment
- KU7.** anatomical hair structure and hair shaft(Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous glandShaft: Medulla, cortex, cuticle)
- KU8.** contra-indications and respective necessary action
- KU9.** action of shampoo and water to cleanse hair
- KU10.** consequences of using incorrect products on hair and scalp
- KU11.** contra-actions and respective necessary subsequent actions
- KU12.** cross infection and its causes and precautions for prevention
- KU13.** factors that affect scalp massage
- KU14.** safety considerations for shampooing and conditioning of hair
- KU15.** various types of shampoo and conditioning products and some common brands

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

Generic Skills (GS)

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

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

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- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them



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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards | 1 | 2 | - | - |
| 24. ask questions to check with the client their satisfaction with the finished result | 1.5 | 2.5 | - | - |
| 25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor | 1 | 3 | - | - |
| 26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturers instructions | 1 | 2 | - | - |
| NOS Total | 27 | 73 | - | - |



Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------------|
| NOS Code | BWS/N0202 |
| NOS Name | Shampoo, condition the hair and scalp |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Qualification Pack

BWS/N0417: Provide Indian head massage

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare self and client

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

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

Perform Indian head massage

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

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

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12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction.
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort
14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
17. promptly refer problems that cannot be solved to the relevant superior for action
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards

Carry-out post procedure activities

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

19. ask questions to check with the client their satisfaction with the finished result
20. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor
21. record details of the service accurately as per organisational policy and procedures
22. store information securely in line with the salons policies
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client minimize the wastage of products and store chemicals and equipment securely post service
24. dispose all waste safety according to the salons standards of hygiene and safety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, their causes and contra-indications to Indian head massage
- KU6.** hair structure and hair shaft Structure: Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle
- KU7.** position and principles of marma pressure points
- KU8.** position and principles of seven primary chakras
- KU9.** massage techniques, equipment, massage mediums
- KU10.** benefits of Indian head massage
- KU11.** consequences of using incorrect products

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

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
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- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
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- 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
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- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose

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- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner



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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare self and client</i> | 10.5 | 29.5 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 2 | - | - |
| 2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service | 1 | 3 | - | - |
| 3. prepare yourself, the client and work area for head massage Yourself: Sanitize the hands prior to service commencement using hand sanitiser, wear personal protective equipment, remove jewellery, etc. Client: Provide suitable protective apparel, remove jewellery, etc. Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc | 1 | 3 | - | - |
| 4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services | 1.5 | 2.5 | - | - |
| 5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures | 1.5 | 2.5 | - | - |
| 6. identify contra-indications if any that restrict the services or products sought by the customer | 0.5 | 2.5 | - | - |
| 7. explain politely to the customer why service is denied or modified in case done so for contra-indications | 1.5 | 3.5 | - | - |
| 8. work minimising risk of cross infections | 1 | 3 | - | - |
| 9. select and prepare products, tools and equipment that are suitable for the clients head massage to meet to the clients needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror | 0.5 | 3.5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 10. perform a pre-shampoo or other relevant procedure in accordance with the required service | 1 | 4 | - | - |
| <i>Perform Indian head massage</i> | 9 | 29 | - | - |
| 11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic-sesame, coconut, almond, olive, mustard), cream | 1 | 4 | - | - |
| 12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction. | 1 | 4 | - | - |
| 13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort | 1 | 3 | - | - |
| 14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type | 1 | 4 | - | - |
| 15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 0.5 | 3.5 | - | - |
| 16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 1 | 4 | - | - |
| 17. promptly refer problems that cannot be solved to the relevant superior for action | 2.5 | 2.5 | - | - |
| 18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 1 | 4 | - | - |
| <i>Carry-out post procedure activities</i> | 7.5 | 14.5 | - | - |
| 19. ask questions to check with the client their satisfaction with the finished result | 1 | 3 | - | - |
| 20. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor | 1 | 3 | - | - |

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------|
| NOS Code | BWS/N0417 |
| NOS Name | Provide Indian head massage |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Nailcare Services |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | NA |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | 0 | 0 | 50 | 10 |
| BWS/N9001.Prepare and maintain work area | 30 | 70 | - | - | 100 | 5 |
| BWS/N9003.Create a positive impression at the workplace | 36 | 64 | - | - | 100 | 5 |
| BWS/N9002.Maintain health and safety at the workplace | 33 | 67 | - | - | 100 | 5 |
| BWS/N0201.Perform basic blow drying of hair | 26 | 74 | - | - | 100 | 10 |
| BWS/N0203.Perform basic hair cut | 22 | 78 | - | - | 100 | 20 |
| BWS/N0126.Provide simple hair dressing services to produce common hair dos | 25 | 75 | - | - | 100 | 10 |
| BWS/N0214.Apply colour to hair | 29 | 71 | - | - | 100 | 15 |
| BWS/N0202.Shampoo, condition the hair and scalp | 27 | 73 | - | - | 100 | 10 |
| BWS/N0417.Provide Indian head massage | 27 | 73 | - | - | 100 | 10 |
| Total | 275 | 675 | 0 | 0 | 950 | 100 |



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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