

## Qualification Pack



# Senior Wellness Neurotherapist

QP Code: BWS/Q2302

Version: 3.0

NSQF Level: 4

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba  
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## Qualification Pack

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## Qualification Pack

### BWS/Q2302: Senior Wellness Neurotherapist

#### Brief Job Description

A senior wellness neurotherapist is responsible for recommending appropriate wellness neurotherapy procedure to clients with health problems.

#### Personal Attributes

The individual should be capable of formulating procedure based on required procedure duration, type of pressing techniques, number of repetitions, location in the body, etc.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
2. [BWS/N2304: Mentor or coach subordinate neurotherapists to improve work performance](#)
3. [BWS/N2303: Assess clients needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness](#)
4. [BWS/N2302: Carry out neurotherapy procedure as per recommendation](#)
5. [BWS/N2301: Prepare and maintain the work area for neurotherapy procedures](#)
6. [BWS/N9907: Use basic health and safety practices in neurotherapy workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	18
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

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<b>Minimum Educational Qualification &amp; Experience</b>	10th Class with 2 Years of experience OR 10th grade pass plus 1-year NTC/ NAC OR 10th grade pass and pursuing continuous schooling OR Previous relevant Qualification of NSQF Level (with minimum education as 5th Grade pass ) with 2 Years of experience
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Approval Date</b>	17/11/2022
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2022/BW/BWSSC/06588
<b>NQR Version</b>	1

## Qualification Pack

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026

## Qualification Pack

### BWS/N2304: Mentor or coach subordinate neurotherapists to improve work performance

#### Description

This unit covers one of the important work aspects of a senior wellness neurotherapists. The job holder is responsible for mentoring or coaching wellness neurotherapists in their personal development plans create progressive career paths provide learning guide etc. The incumbent performs the given job duty independently however, he/she must adhere to the core objectives of working in a team and corelation. He/she is responsible for own outcomes and must comply with relevant organizations policies and protocols.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  1. Preparing for subordinate/s mentoring session
  2. Conducting mentoring session at work place
  3. Post mentoring activities

#### Elements and Performance Criteria

##### *Preparing for subordinate/s mentoring session*

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

1. identify individual needs and expectations related to the work
2. confirm that the identified mentoring needs and expectations are in compliance with organizations policies and procedures
3. discuss mentoring objectives and develop suitable plans agreeable to subordinates within their scope of work
4. encourage subordinate therapists to participate in team building and planning activities
5. ensure that the suggested delivery plans are well documented and include the following information Information: individual focus area and development plans; frequency of mentoring requirements; work related training programs; progress reviews; assessing and measuring progress; etc.
6. obtain any relevant tools and materials required in carrying out workplace mentoring
7. ensure that the selected tools and materials are in working order and safe to use
8. check that the mentoring session is scheduled appropriately such that clients are not left attended

##### *Conducting mentoring session at work place*

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

9. identify appropriate delivery methods based on the type of target subordinates and mentoring requirements Delivery methods: demonstrations, experiential learning, discussion, explanations, peer mentoring, presentations, etc.

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10. apply appropriate techniques while carrying out mentoring or coaching Techniques: one-on-one session, in group session, feedback, etc.
11. facilitate individuals access to the required work related information, management and resources for personal development
12. provide advice to individuals based on own knowledge and experience and facilitate individuals access to other sources of advice, wherever necessary
13. ensure that subordinates are given the opportunity to share any innovative ideas and approaches related to work
14. check that subordinates are duly addressed on relevant ethical practices related to wellness neurotherapy
15. monitor their progress at work and provide timely feedback to enable them improve on their performance

### *Post mentoring activities*

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

16. ensure that work area is kept tidy and ready for next use
17. check that subordinates adhere to their scheduled work responsibilities
18. document the mentoring activities with required information
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neuro-therapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of treatments offered by the organisation and related standards
- KU8.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU9.** comply with relevant regulations and instructions related to wellness neurotherapy treatment
- KU10.** relevant mentoring delivery methods and practices
- KU11.** various techniques used to carry out mentoring
- KU12.** importance of feedback in mentoring
- KU13.** techniques used to measure progress in subordinate therapists
- KU14.** importance of identifying individual needs and expectations in a mentoring session
- KU15.** how to facilitate the promotion of personal development and career progression

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- KU16.** effective management of clients and mentoring session during working hours
- KU17.** how to inculcate innovative ideas and approaches at work
- KU18.** ethical practices in workplace
- KU19.** managing personal expectations within the scope of the organizations policies and procedures

## Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary related to mentoring or coaching session
- GS3.** fill relevant activity records in log books; document mentoring or coaching sessions in appropriate documents in local language or English; record or measure progress of subordinates; etc.
- GS4.** document target subordinates/participants; mentoring or coaching objectives; expected delivery outcomes; etc.
- GS5.** read English, Hindi or the local language to accurately interpret subordinates feedback, suggestions, ideas, views, etc.
- GS6.** read safety symbols on materials & tools used
- GS7.** read instructions of any information provided in local language related to work
- GS8.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS9.** can ask simple questions of a factual nature and understand answers expressed in simple language
- GS10.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS11.** take instructions completely so that no instruction is missed or misunderstood
- GS12.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS13.** use common treatment terms and technical jargon where required
- GS14.** when faced with difficult decisions seek clarification from immediate authority at work
- GS15.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS16.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS17.** plan and organize an efficient work environment based on customer and own comfort, treatment requirements, safety, etc.
- GS18.** display and employ empathy by understanding subordinates concerns and requirements regarding career plans while addressing their needs at all stages of engagement
- GS19.** provide subordinates with all relevant information regarding personal development plans including time, requirements, processes and support available

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- GS20.** address problems related to disagreements among subordinates and underperformance of subordinates by providing effective mentoring or coaching delivery plans, reporting unresolved problems to appropriate authority, making alternative arrangements within approved procedures, etc.
- GS21.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing for subordinate/s mentoring session</i>	<b>14</b>	<b>26</b>	-	-
1. identify individual needs and expectations related to the work	3	3	-	-
2. confirm that the identified mentoring needs and expectations are in compliance with organizations policies and procedures	3	3	-	-
3. discuss mentoring objectives and develop suitable plans agreeable to subordinates within their scope of work	3	3	-	-
4. encourage subordinate therapists to participate in team building and planning activities	3	3	-	-
5. ensure that the suggested delivery plans are well documented and include the following information: individual focus area and development plans; frequency of mentoring requirements; work related training programs; progress reviews; assessing and measuring progress; etc.	2	4	-	-
6. obtain any relevant tools and materials required in carrying out workplace mentoring	-	3	-	-
7. ensure that the selected tools and materials are in working order and safe to use	-	3	-	-
8. check that the mentoring session is scheduled appropriately such that clients are not left attended	-	4	-	-
<i>Conducting mentoring session at work place</i>	<b>12</b>	<b>34</b>	-	-
9. identify appropriate delivery methods based on the type of target subordinates and mentoring requirements: demonstration, experiential learning, discussion, explanations, peer mentoring, presentations, etc.	3	5	-	-
10. apply appropriate techniques while carrying out mentoring or coaching: one-on-one session, in group session, feedback, etc.	3	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. facilitate individuals access to the required work related information, management and resources for personal development	2	4	-	-
12. provide advice to individuals based on own knowledge and experience and facilitate individuals access to other sources of advice, wherever necessary	-	6	-	-
13. ensure that subordinates are given the opportunity to share any innovative ideas and approaches related to work	-	6	-	-
14. check that subordinates are duly addressed on relevant ethical practices related to wellness neurotherapy	2	4	-	-
15. monitor their progress at work and provide timely feedback to enable them improve on their performance	2	4	-	-
<i>Post mentoring activities</i>	-	<b>14</b>	-	-
16. ensure that work area is kept tidy and ready for next use	-	3	-	-
17. check that subordinates adhere to their scheduled work responsibilities	-	3	-	-
18. document the mentoring activities with required information	-	3	-	-
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements	-	5	-	-
<b>NOS Total</b>	<b>26</b>	<b>74</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2304
<b>NOS Name</b>	Mentor or coach subordinate neurotherapists to improve work performance
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### **BWS/N2303: Assess clients needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness**

#### **Description**

This unit is specifically designed to prepare learners with the required learning outcomes for assessing clients needs and recommending appropriate wellness neurotherapy procedure. The job duties require the incumbent to thoroughly examine relevant discomfort points in the body and identify the level of the discomfort. The job holder should be capable of recommending appropriate procedure requirements and schedule to supplement the procedure. He/she must comply with any relevant procedure restrictions while recommending neurotherapy. Any related occupational health and safety required must be fulfilled while carrying work.

#### **Scope**

The scope covers the following :

- This unit/task covers the following:
  1. Documenting client's general health history for assessment
  2. Assessing client's needs and recommending appropriate neurotherapy procedure
  3. Suggesting appropriate diet and lifestyle
  4. Activities post client's needs assessment

#### **Elements and Performance Criteria**

##### *Documenting client's general health history for assessment*

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

1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc
2. assess potential risks related to work and implement relevant safety measures where applicable
3. sanitise hands prior to procedure using appropriate sanitizer
4. obtain tools, equipment and materials required to carry out assessment of client's well-being  
Tools & equipment: sphygmomanometer, weighing scale, thermometer, height measuring instrument, etc. Materials: powder
5. confirm that the selected tools and equipment are in working order and safe to handle
6. check that the client's activity or recommendation card is duly filled with necessary information such as name & address, age, gender, blood group, height, weight, etc.
7. ensure that valid consent of the client or that of closest kin is obtained wherever necessary
8. greet the customer appropriately in a courteous manner
9. respect client's rights and wishes relating to their consent, privacy, beliefs and dignity
10. confirm past or current health history of the client and document information in the recommendation card as per organization's standard procedures Information: e.g. complaints of medical conditions or diseases such autoimmune / inflammatory diseases, low blood pressure, heart diseases, diabetics, kidney problems, cancer, wounds, etc.; any allopathic medication; etc.

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- 11.** ensure that any references of symptoms and observations are recorded accurately in the client recommendation card
- 12.** clarify any unusual or arbitrary information related to client's health condition as per organization's standard procedures
- 13.** ensure that client's blood pressure and body temperature are measured using appropriate devices and techniques Assessing client's needs and recommending appropriate neurotherapy procedure

### *Assessing client's needs and recommending appropriate neurotherapy procedure*

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

- 14.** politely ask the client to lie down on the examination table in correct body alignment
- 15.** confirm if there are any injury, swelling or visual inflammation
- 16.** check acid and alkaline balance using appropriate methods Methods: pressing ring fingers; etc
- 17.** identify the appropriate discomfort to be checked as per client's needs Discomfort points: e.g. pan, gal, mu, liv, rt ov, spl, acid, gas l, etc.
- 18.** use approved pressing techniques to check discomfort points and confirm the level of discomfort
- 19.** seek client's guidance while determining the correct discomfort location and level of discomfort as per relevant organization's standard procedures
- 20.** ensure that the client continues with any ongoing allopathic procedure
- 21.** identify the appropriate type of procedure & schedule to be prepared in accordance with the assessment result Type of procedures: acid procedure; alkali/base procedure; normal procedure; ajay normal procedure; old nabhi set procedure; vater procedure; alkali procedure; etc.
- 22.** determine the appropriate duration and dose of neurotherapy procedure based on client's needs assessment
- 23.** confirm that the procedure schedule consists of required specifications relevant to the client's needs assessment Specifications: type of pressing techniques to be used (e.g. feather touch or light massage, deep tissue massage); procedure to be given by hands or legs; duration; direction; number of repetitions; extent of pressure; etc
- 24.** specify sequence in which procedure is to be given clearly in the client card as per organization's standard procedures
- 25.** adhere to relevant procedure restrictions in wellness neurotherapy
- 26.** confirm that procedure specifications and relevant indicators of discomfort level are documented accurately as per organization's standard procedures

### *Suggesting appropriate diet and lifestyle*

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

- 27.** recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.
- 28.** recommend appropriate diet, eating habits and prepare a supplementary chart
- 29.** advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently
- 30.** advise client with relevant physical exercises that can be performed at home

### *Activities post client's needs assessment*

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

- 31.** leave the work area in a safe condition after completing work

## Qualification Pack

32. exercise safe working practices while dealing with tools and accessories
33. follow relevant electrical safety practices whenever required
34. return all tools, material and equipment in appropriate storage location
35. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service
36. report any work related problems or issues to appropriate personnel in linewith relevant regulatory and safety requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neuro-therapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of procedures offered by the organisation and related standards
- KU8.** use of appropriate personal protective equipment and/or work attire required prior to assessing clients needs
- KU9.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU10.** comply with relevant regulations and instructions related to wellness neurotherapy procedure
- KU11.** material used in the procedure such as powder
- KU12.** list of tools and equipment used in neurotherapy procedures
- KU13.** importance of referring to information from reliable sources on procedures, practices and precautions
- KU14.** factors affecting safety, comfort and convenience of customers and workers in a neuro-therapy lab or procedure center
- KU15.** importance of collecting client past and present health history in appropriate format accurately
- KU16.** approved neurotherapy techniques used to assess clients needs
- KU17.** range of neurotherapy discomfort points in human body
- KU18.** basic anatomy and physiology of human body
- KU19.** techniques used to determine the level of discomfort points
- KU20.** different types of neurotherapy procedures
- KU21.** how to determine procedure schedule
- KU22.** composition of a schedule
- KU23.** relation between general wellness and healthy lifestyle

## Qualification Pack

- KU24.** dos and donts in wellness neurotherapy procedure
- KU25.** basic knowledge of yogic exercises such as pranayama, suksma vyayam, etc.
- KU26.** importance of returning all the used tools and equipment safely to their respective storage
- KU27.** importance and methodology of positioning stands
- KU28.** determining appropriate duration and sequence of procedure
- KU29.** various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including various emergency conditions and related procedures
- KU30.** storage places and procedures for linen and other tools, materials and equipment

## Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary related to procedure
- GS3.** fill relevant activity records in log books, clients needs assessment in procedure cards write in local language or English, procedure records, etc.
- GS4.** document clients past and present health history in recommendation cards, nature of procedure, before and after procedure results, feedback, etc.
- GS5.** document age, sex, weight, blood group, blood pressure, etc.
- GS6.** read English, Hindi or the local language to accurately interpret customer needs and recommend procedure on client recommendation cards
- GS7.** read and comprehend clients previous health report or related documents wherever necessary
- GS8.** read safety symbols on materials, tools & equipment used
- GS9.** read any instructions of information provided in English, Hindi or local language related to work
- GS10.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS11.** can ask simple questions of a factual nature and understand answers expressed in simple language
- GS12.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS13.** take instructions completely so that no instruction is missed or misunderstood
- GS14.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS15.** use common procedure terms and technical jargon where required
- GS16.** when faced with difficult decisions seek clarification from immediate authority
- GS17.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS18.** plan and organize own work in a way that all activities are completed in time and as per specifications



## Qualification Pack

- GS19.** plan and organize an efficient work environment based on customer and own comfort, procedure requirements, safety, etc.
- GS20.** display and employ empathy by understanding client concerns and requirements regarding procedures while addressing their needs at all stages of engagement
- GS21.** provide clients with all relevant information regarding the procedure including time, requirements, processes and support available
- GS22.** ensure clients privacy and dignity are maintained at all times including considerations for appropriate levels of protection of client information, client attire, client handling and manner of touch, addressing clients appropriately, etc.
- GS23.** address problems related to availability of effective delivery of procedure, supply of materials, tool and equipment, co-operation from client, reporting problems to immediate authority, making alternative arrangements within approved procedures, etc.
- GS24.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work
- GS25.** think critically of health conditions that are beyond the scope of neurotherapy procedure and refer to concern healthcare specialists if necessary



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Documenting client's general health history for assessment</i>	<b>7</b>	<b>26</b>	-	-
1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc	1	2	-	-
2. assess potential risks related to work and implement relevant safety measures where applicable	1	2	-	-
3. sanitise hands prior to procedure using appropriate sanitizer	-	2	-	-
4. obtain tools, equipment and materials required to carry out assessment of client's well-being Tools & equipment: sphygmomanometer, weighing scale, thermometer, height measuring instrument, etc. Materials: powder	-	2	-	-
5. confirm that the selected tools and equipment are in working order and safe to handle	-	2	-	-
6. check that the client's activity or recommendation card is duly filled with necessary information such as name & address, age, gender, blood group, height, weight, etc.	-	2	-	-
7. ensure that valid consent of the client or that of closest kin is obtained wherever necessary	-	2	-	-
8. greet the customer appropriately in a courteous manner	1	2	-	-
9. respect client's rights and wishes relating to their consent, privacy, beliefs and dignity	-	2	-	-
10. confirm past or current health history of the client and document information in the recommendation card as per organization's standard procedures Information: e.g. complaints of medical conditions or diseases such as autoimmune / inflammatory diseases, low blood pressure, heart diseases, diabetics, kidney problems, cancer, wounds, etc.; any allopathic medication; etc.	-	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. ensure that any references of symptoms and observations are recorded accurately in the client recommendation card	-	2	-	-
12. clarify any unusual or arbitrary information related to client's health condition as per organization's standard procedures	2	2	-	-
13. ensure that client's blood pressure and body temperature are measured using appropriate devices and techniques Assessing client's needs and recommending appropriate neurotherapy procedure	2	2	-	-
<i>Assessing client's needs and recommending appropriate neurotherapy procedure</i>	<b>17</b>	<b>27</b>	-	-
14. politely ask the client to lie down on the examination table in correct body alignment	-	2	-	-
15. confirm if there are any injury, swelling or visual inflammation	1	2	-	-
16. check acid and alkaline balance using appropriate methods Methods: pressing ring fingers; etc	-	2	-	-
17. identify the appropriate discomfort to be checked as per client's needs Discomfort points: e.g. pan, gal, mu, liv, rt ov, spl, acid, gas l, etc.	1	2	-	-
18. use approved pressing techniques to check discomfort points and confirm the level of discomfort	2	2	-	-
19. seek client's guidance while determining the correct discomfort location and level of discomfort as per relevant organization's standard procedures	2	2	-	-
20. ensure that the client continues with any ongoing allopathic procedure	2	3	-	-
21. identify the appropriate type of procedure & schedule to be prepared in accordance with the assessment result Type of procedures: acid procedure; akali/base procedure; normal procedure; ajay normal procedure; old nabhi set procedure; vater procedure; alkali procedure; etc.	-	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
22. determine the appropriate duration and dose of neurotherapy procedure based on client's needs assessment	1	1	-	-
23. confirm that the procedure schedule consists of required specifications relevant to the client's needs assessment Specifications: type of pressing techniques to be used (e.g. feather touch or light massage, deep tissue massage); procedure to be given by hands or legs; duration; direction; number of repetitions; extent of pressure; etc	2	2	-	-
24. specify sequence in which procedure is to be given clearly in the client card as per organization's standard procedures	2	2	-	-
25. adhere to relevant procedure restrictions in wellness neurotherapy	2	2	-	-
26. confirm that procedure specifications and relevant indicators of discomfort level are documented accurately as per organization's standard procedures	2	2	-	-
<i>Suggesting appropriate diet and lifestyle</i>	<b>2</b>	<b>8</b>	-	-
27. recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.	1	2	-	-
28. recommend appropriate diet, eating habits and prepare a supplementary chart	1	2	-	-
29. advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently	-	2	-	-
30. advise client with relevant physical exercises that can be performed at home	-	2	-	-
<i>Activities post client's needs assessment</i>	-	<b>13</b>	-	-
31. leave the work area in a safe condition after completing work	-	2	-	-
32. exercise safe working practices while dealing with tools and accessories	-	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
33. follow relevant electrical safety practices whenever required	-	2	-	-
34. return all tools, material and equipment in appropriate storage location	-	2	-	-
35. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	-	2	-	-
36. report any work related problems or issues to appropriate personnel in linewith relevant regulatory and safety requirements	-	3	-	-
<b>NOS Total</b>	<b>26</b>	<b>74</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2303
<b>NOS Name</b>	Assess clients needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N2302: Carry out neurotherapy procedure as per recommendation

#### Description

This unit is specifically designed to prepare learners with the required learning outcomes for carrying out neurotherapy procedures as per recommendation. This also includes delivering these in a safe and hygienic manner bearing in mind customer comfort, privacy and dignity. The work is usually done independently but may sometimes be done with assistance of other co-workers. He/she is responsible for own outcomes and must perform the given work in accordance with relevant health and safety guidelines.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  - 1. Pre-procedure activities
  - 2. Carry out procedures
  - 3. Post procedure activities

#### Elements and Performance Criteria

##### *Pre-procedure activities*

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

1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.
2. assess potential risks related to work and implement relevant safety measures where applicable
3. sanitise hands prior to procedure using appropriate sanitiser
4. ensure personal presentation and grooming is appropriate to convey a professional appearance  
Personal presentation and grooming: e.g. neatly combed hair, washed and clean hands and face, clean uniform or clothes, trimmed nails, procedure cap and appropriate, odourless socks and footwear, etc
5. read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer
6. estimate time requirements and convey the same to the customer prior to procedure based on procedure specifications and organisational standards
7. confirm that the materials, tools and equipment required for the procedure are available at hand and ready for use
8. greet the customer appropriately in a courteous manner
9. ensure to check that there are no new symptoms or conditions that may require attention prior to procedure
10. report any new symptoms or conditions to appropriate authority to check its implications for procedures or further customer advise
11. decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely  
Symptoms: e.g. open wounds, fracture indicated by increasing swelling, unusual tenderness, etc

## Qualification Pack

12. ensure customer is dressed comfortably and any watch, jewellery or mobile phones are stored away safely prior to commencement of procedure
13. ensure that the customer is comfortable in the environment for procedure
14. address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards
15. ensure the set-up is as per procedure requirement and organisational standard, adjust the set-up as required for customer comfort and procedure requirements
16. address and respond to customer queries with an appropriate response, provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available

### *Carry out procedure activities*

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

17. politely and clearly instruct the customer to take appropriate position for the specific procedure to be given
18. assist the customer with requisite physical support to achieve desired position, where required, in a professional manner Professional manner: e.g. take permission from the customer, do not touch the customer inappropriately, ensure customer comfort and dignity, check if the customer is comfortable during and after the shift, etc
19. change the position of the supporting stands as required
20. use materials like talcum powder in the required quantity and for approved purpose as per organisational or specified reference standards
21. ensure the procedure do not cause discomfort or discomfort to the customer
22. apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards  
Massage techniques: e.g. feather touch or light massage, deep tissue massage Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.
23. adhere to the specified sequence in which procedure is to be done as per the recommendation
24. complete the procedure sequence within acceptable time frames as per organisational standards
25. address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.

### *Post work activities*

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

26. check with the customer if they are satisfied with the procedure in a courteous manner
27. check if the guest is experiencing any unusual discomfort post the procedure
28. report any unusual symptoms or conditions to the senior therapist immediately
29. thank customers for their patronage and wish them appropriately
30. rearrange the beds, pillows and stands as per standard procedures post the procedure
31. leave the work area in a safe condition after completing work
32. return all tools, materials and equipment in appropriate storage location
33. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service

## Qualification Pack

34. exercise safe working practices while dealing with tools and accessories
35. follow relevant electrical safety practices whenever required
36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements
37. update records as required post procedure in line with organizational standards

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neuro-therapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of procedures offered by the organisation and related standards
- KU8.** use of appropriate personal protective equipment (PPE) while preparing for procedures and during procedures
- KU9.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU10.** comply with relevant regulations and instructions related to patient procedure & management
- KU11.** range of materials used for neurotherapy procedures such as powders, etc.
- KU12.** list of tools and equipment used in neurotherapy procedures
- KU13.** importance of referring to information from reliable sources on procedures, practices and precautions
- KU14.** factors affecting safety, comfort and convenience of customers and workers in a neuro-therapy lab or site
- KU15.** how to estimate space requirements for customers, procedures and other related requirements
- KU16.** importance of returning all the used tools and equipment safely to their respective storage
- KU17.** importance and methodology of positioning stands and other support equipment
- KU18.** bed and pillow settings for procedures and types of clients
- KU19.** various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.
- KU20.** various emergency conditions and related procedures
- KU21.** storage places and procedures for linen and other tools, materials and equipment
- KU22.** various body points on which pressure is applied and their significance
- KU23.** various procedures and their purpose



## Qualification Pack

- KU24.** various procedures and its specifications including points of massage or pressure, extent of pressure to be applied, direction, duration and frequency
- KU25.** various symptoms or conditions in which not to proceed with the procedures
- KU26.** various aspects of human dignity and precautions to be taken to protect someones dignity during procedure
- KU27.** different methodologies of massage including feather touch massage or deep tissue massage
- KU28.** correct procedures to apply pressure at various body points
- KU29.** difference between appropriate and inappropriate ways of touching patients
- KU30.** importance of customer privacy and confidentiality
- KU31.** importance of accurate record keeping
- KU32.** storage principles and importance of following correct storage methods
- KU33.** importance of not extending ones scope of authority and expertise while dealing with customers
- KU34.** importance of reporting issues and customer discomfort to seniors in a timely manner
- KU35.** stress, anxiety and their negative effects on health and well being
- KU36.** factors contributing to stress and how to contribute towards maintaining a stress anxiety free work environment
- KU37.** various elements of health and well being
- KU38.** importance of addressing customer complaints in a timely and effective manner
- KU39.** importance of customer feedback and taking action on it

## Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary
- GS3.** fill relevant activity records in log books, write in local language or English, procedure given, update stock records, etc.
- GS4.** record daily activities such as customer attendance, procedure time, nature of procedure, feedback, etc.
- GS5.** document age, sex, weight of customers
- GS6.** read English, Hindi or the local language appropriate to accurately interpret customer needs and procedures on customers forms and recommendation cards
- GS7.** read safety symbols or warning messages on materials, tools & equipment used
- GS8.** read instructions of information provided in local language related to work
- GS9.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS10.** can ask simple questions of a factual nature and understand answers expressed in simple language.

## Qualification Pack

- GS11.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS12.** take instructions completely so that no instruction is missed or misunderstood
- GS13.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS14.** use common procedure terms and technical jargon where required
- GS15.** when faced with difficult decisions seek clarification from seniors at work
- GS16.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS17.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS18.** plan and organize an efficient work environment based on customer and own comfort, procedure requirements, safety, etc.
- GS19.** display and employ empathy by understanding customer concerns and requirements regarding procedures while addressing their needs at all stages of engagement
- GS20.** provide customers with all relevant information regarding the procedure including time, requirements, processes and support available
- GS21.** ensure customer privacy and dignity is maintained at all times including considerations for appropriate levels of protection of customer information, customer attire, customer handling and manner of touch, addressing customers appropriately, etc.
- GS22.** address problems related to availability of supply of materials, tool and equipment, by seeking appropriate assistance, reporting problems to appropriate authority, making alternative arrangements within approved procedures, etc.
- GS23.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-procedure activities</i>	<b>12</b>	<b>32</b>	-	-
1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.	1	2	-	-
2. assess potential risks related to work and implement relevant safety measures where applicable	1	2	-	-
3. sanitise hands prior to procedure using appropriate sanitiser	1	2	-	-
4. ensure personal presentation and grooming is appropriate to convey a professional appearance Personal presentation and grooming: e.g. neatly combed hair, washed and clean hands and face, clean uniform or clothes, trimmed nails, procedure cap and appropriate, odourless socks and footwear, etc	1	2	-	-
5. read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer	1	2	-	-
6. estimate time requirements and convey the same to the customer prior to procedure based on procedure specifications and organisational standards	1	2	-	-
7. confirm that the materials, tools and equipment required for the procedure are available at hand and ready for use	1	2	-	-
8. greet the customer appropriately in a courteous manner	1	2	-	-
9. ensure to check that there are no new symptoms or conditions that may require attention prior to procedure	-	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>10.</b> report any new symptoms or conditions to appropriate authority to check its implications for procedures or further customer advise	-	2	-	-
<b>11.</b> decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely Symptoms: e.g. open wounds, fracture indicated by increasing swelling, unusual tenderness, etc	1	2	-	-
<b>12.</b> ensure customer is dressed comfortably and any watch, jewellery or mobile phones are stored away safely prior to commencement of procedure	-	2	-	-
<b>13.</b> ensure that the customer is comfortable in the environment for procedure	1	2	-	-
<b>14.</b> address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards	-	2	-	-
<b>15.</b> ensure the set-up is as per procedure requirement and organisational standard, adjust the set-up as required for customer comfort and procedure requirements	1	2	-	-
<b>16.</b> address and respond to customer queries with an appropriate response, provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available	1	2	-	-
<i>Carry out procedure activities</i>	<b>8</b>	<b>20</b>	-	-
<b>17.</b> politely and clearly instruct the customer to take appropriate position for the specific procedure to be given	1	2	-	-
<b>18.</b> assist the customer with requisite physical support to achieve desired position, where required, in a professional manner Professional manner: e.g. take permission from the customer, do not touch the customer inappropriately, ensure customer comfort and dignity, check if the customer is comfortable during and after the shift, etc	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
19. change the position of the supporting stands as required	-	2	-	-
20. use materials like talcum powder in the required quantity and for approved purpose as per organisational or specified reference standards	1	2	-	-
21. ensure the procedure do not cause discomfort or discomfort to the customer	1	2	-	-
22. apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards Massage techniques: e.g. feather touch or light massage, deep tissue massage Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.	1	2	-	-
23. adhere to the specified sequence in which procedure is to be done as per the recommendation	1	2	-	-
24. complete the procedure sequence within acceptable time frames as per organisational standards	1	3	-	-
25. address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.	1	3	-	-
<i>Post work activities</i>	<b>3</b>	<b>25</b>	-	-
26. check with the customer if they are satisfied with the procedure in a courteous manner	1	2	-	-
27. check if the guest is experiencing any unusual discomfort post the procedure	-	2	-	-
28. report any unusual symptoms or conditions to the senior therapist immediately	-	2	-	-
29. thank customers for their patronage and wish them appropriately	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
30. rearrange the beds, pillows and stands as per standard procedures post the procedure	-	2	-	-
31. leave the work area in a safe condition after completing work	-	2	-	-
32. return all tools, materials and equipment in appropriate storage location	1	2	-	-
33. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	-	2	-	-
34. exercise safe working practices while dealing with tools and accessories	-	2	-	-
35. follow relevant electrical safety practices whenever required	-	2	-	-
36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements	-	3	-	-
37. update records as required post procedure in line with organizational standards	-	2	-	-
<b>NOS Total</b>	<b>23</b>	<b>77</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2302
<b>NOS Name</b>	Carry out neurotherapy procedure as per recommendation
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>NSQF Level</b>	3
<b>Credits</b>	8
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N2301: Prepare and maintain the work area for neurotherapy procedures

#### Description

This unit is specifically designed to prepare learners with the required learning outcomes for carrying out preparation of the work area for neurotherapy procedures. This also includes maintaining the area in a safe and hygienic manner. The work may be done independently or together with other co-workers. He/she is responsible for own outcomes and must perform the given work in accordance with relevant health and safety guidelines.

#### Scope

The scope covers the following :

- This unit/task covers the following:
  - 1. Preparing the work area for procedures
  - 2. Post work activities

#### Elements and Performance Criteria

##### *Preparing the work area for procedures*

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

1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines (PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)
2. assess potential risks related to work and implement relevant safety measures where applicable
3. obtain tools, equipment and materials required for the procedures specified in adequate quantity and designated containers (Tools & equipment: weighing scale, height measuring instrument, procedure support stands, etc.)
4. arrange the tools in a safe and convenient manner for ease of usage during the procedure
5. confirm that the selected tools and equipment are in working order and safe to handle
6. ensure the appropriate environmental conditions for procedures at the site based on the following parameters: (Parameters: neat & tidy; good ventilation; appropriate room temperature; adequately lighted; etc.)
7. check that appropriate space requirements for each customer for the duration and type of procedure, based on the following factors (Requirements: movement requirements of both client and the therapist, posture, height to avoid feeling of suffocation, privacy, etc.)
8. ensure that the environment is suitable for procedures of different types of clients including age, sex and purpose
9. check that the bed is set with comfortable mattress, pillows and clean linen
10. ensure any stands for support are stable, rightly positioned as per space and support requirements
11. change bed linen if soiled and after every procedure as per organisational standards



## Qualification Pack

12. ensure clean towels and sanitizers are available for use as appropriate and positioned conveniently for use by customer and the therapist

### *Post work activities*

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

13. rearrange the beds, pillows and stands as per standard requirements post the procedure
14. leave the work area in a safe condition after completing work
15. exercise safe working practices while dealing with tools and accessories
16. follow relevant electrical safety practices whenever required
17. return all tools, materials and equipment in appropriate storage location
18. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neurotherapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of procedures offered by the organization and related standards
- KU8.** use of appropriate personal protective equipment (PPE) required during preparing for procedures and during procedures
- KU9.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU10.** comply with relevant regulations and instructions related to client procedure & management
- KU11.** range of materials used for neurotherapy procedures such as powders, etc.
- KU12.** list of tools and equipment used in neurotherapy procedures
- KU13.** importance of referring to information from reliable sources on procedures, practices and precautions
- KU14.** factors affecting safety, comfort and convenience of customers and workers in a neurotherapy lab or site
- KU15.** how to estimate space requirements for customers, procedures and other related requirements
- KU16.** importance of returning all the used tools and equipment safely to their respective storage
- KU17.** importance and methodology of positioning stands and other support equipment
- KU18.** bed and pillow settings for procedures and types of clients

## Qualification Pack

- KU19.** various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.
- KU20.** various emergency conditions and related procedures
- KU21.** storage places and procedures for linen and other tools, materials and equipment
- KU22.** units of measurement used in measuring height and weight e.g. kg, m, cm, m, etc.

## Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary
- GS3.** fill relevant activity records in log books, write in local language or English, procedure given, update stock records, etc.
- GS4.** record daily activities such as customer attendance, procedure time, nature of procedure, feedback, etc.
- GS5.** document age, sex, weight of customers
- GS6.** read English, Hindi or the local language appropriate to accurately interpret customer needs and procedures on customers forms and recommendation cards
- GS7.** read safety symbols or warning messages on materials, tools & equipment used
- GS8.** read instructions of information provided in local language related to work
- GS9.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS10.** can ask simple questions of a factual nature and understand answers expressed in simple language
- GS11.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS12.** take instructions completely so that no instruction is missed or misunderstood
- GS13.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS14.** use common procedure terms and technical jargon where required
- GS15.** when faced with difficult decisions, seek clarification from seniors at work
- GS16.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS17.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS18.** plan and organize an efficient work environment based on customer and own comfort, procedure requirements, safety, etc.
- GS19.** display and employ empathy by understanding customer concerns and requirements regarding procedures while addressing their needs at all stages of engagement
- GS20.** provide customers with all relevant information regarding the procedure including time, requirements, processes and support available

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- GS21.** ensure customer privacy and dignity is maintained at all times including considerations for appropriate levels of protection of customer information, customer attire, customer handling and manner of touch, addressing customers appropriately, etc.
- GS22.** address problems related to availability of supply of materials, tool and equipment, by seeking appropriate assistance, reporting problems to appropriate authority, making alternative arrangements within approved procedures, etc.
- GS23.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing the workarea for procedures</i>	<b>18</b>	<b>50</b>	-	-
1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.	2	5	-	-
2. assess potential risks related to work and implement relevant safety measures where applicable	2	5	-	-
3. obtain tools, equipment and materials required for the procedures specified in adequate quantity and designated containers (Tools & equipment: weighing scale, height measuring instrument, procedure support stands, etc.)	-	3	-	-
4. arrange the tools in a safe and convenient manner for ease of usage during the procedure	-	3	-	-
5. confirm that the selected tools and equipment are in working order and safe to handle	1	3	-	-
6. ensure the appropriate environmental conditions for procedures at the site based on the following parameters: (Parameters: neat & tidy; good ventilation; appropriate room temperature; adequately lighted; etc.)	2	5	-	-
7. check that appropriate space requirements for each customer for the duration and type of procedure, based on the following factors (Requirements: movement requirements of both client and the therapist, posture, height to avoid feeling of suffocation, privacy, etc.)	2	5	-	-
8. ensure that the environment is suitable for procedures of different types of clients including age, sex and purpose	2	5	-	-
9. check that the bed is set with comfortable mattress, pillows and clean linen	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. ensure any stands for support are stable, rightly positioned as per space and support requirements	2	4	-	-
11. change bed linen if soiled and after every procedure as per organisational standards	2	4	-	-
12. ensure clean towels and sanitizers are available for use as appropriate and positioned conveniently for use by customer and the therapist	2	4	-	-
<i>Post work activities</i>	<b>7</b>	<b>25</b>	-	-
13. rearrange the beds, pillows and stands as per standard requirements post the procedure	2	4	-	-
14. leave the work area in a safe condition after completing work	-	3	-	-
15. exercise safe working practices while dealing with tools and accessories	2	4	-	-
16. follow relevant electrical safety practices whenever required	2	4	-	-
17. return all tools, materials and equipment in appropriate storage location	-	3	-	-
18. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	-	3	-	-
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements	1	4	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2301
<b>NOS Name</b>	Prepare and maintain the work area for neurotherapy procedures
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N9907: Use basic health and safety practices in neurotherapy workplace

#### Description

This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the neurotherapy workplace. It covers responsibilities towards self, others, assets and the environment. It includes understanding of risks and hazards in the workplace, along with basic knowledge of common first aid applications, safe practices and accident prevention methods.

#### 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:

1. use protective clothing/equipment in neurotherapy work (Protective clothing: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)
2. state the name and location of people responsible for health and safety in the workplace
3. set up and position the equipment, relevant products and tools in the work area to meet legal, hygiene and safety requirements
4. clean and sterilize all tools and equipment before use
5. maintain one's posture and position to minimize fatigue and the risk of injury
6. state methods of accident prevention in the work environment of the job role  
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors
7. apply good housekeeping practices at all times  
Good housekeeping practices: clean/tidy work areas, removal/disposal of waste, etc.
8. lift, carry or move objects from one place to another using appropriate safe working practices
9. keep oneself updated on the knowledge of the first aid procedures
10. identify and document potential risks and hazards in the workplace
11. accurately maintain accident reports
12. report health and safety risks/ hazards to concerned personnel
13. use tools, equipment and relevant products in accordance with standard operation procedures

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** organizations policies and procedures to address risks and hazards
- KU2.** health and safety requirements in the organization
- KU3.** health and safety hazards commonly present in the work environment and related precautions
- KU4.** possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible
- KU5.** methods of accident prevention  
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors
- KU6.** safe working practices when working with tools and equipment
- KU7.** importance of using protective clothing/equipment while working
- KU8.** adherence to environmental management policies
- KU9.** precautionary activities to prevent the fire accident
- KU10.** content of written accident report
- KU11.** contraindications related to wellness neurotherapy procedures
- KU12.** how to sterilize and disinfect equipment/ tools
- KU13.** manufacturers instructions related to equipment and product use and cleaning
- KU14.** knowledge of applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of relevant work equipment and tools, etc.)

## Generic Skills (GS)

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

- GS1.** document reports, task lists, and schedules with co-workers in English or local language
- GS2.** prepare clients status and progress reports where ever necessary in English or local language
- GS3.** read clients procedure recommendation card and interpret clients needs correctly
- GS4.** read about new procedures and services with regards to the scope of work and in reference to the organizations operation framework
- GS5.** question coworkers appropriately in order to clarify instructions and other issues
- GS6.** give clear instructions to coworkers, subordinates and others
- GS7.** question client appropriately in order to understand the nature of needs
- GS8.** give clear instructions related to procedures to client
- GS9.** keep clients informed about neurotherapy procedures
- GS10.** avoid using jargon, slang or acronyms when communicating with client, unless it is required
- GS11.** make appropriate decisions pertaining to the scope of work and intended work objective; span of authority; responsibility; laid down procedure and guidelines, etc.
- GS12.** plan and organize own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
- GS13.** manage cordial relationships with clients who may be in discomfort and stress
- GS14.** show empathy and follow customer centric approach during neurotherapy procedures



## Qualification Pack

- GS15.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS16.** identify immediate or temporary solutions to resolve delays
- GS17.** identify sources of support that can be availed of for problem solving for various kind of problems
- GS18.** seek appropriate assistance from other sources to resolve problems
- GS19.** report problems that you cannot resolve to appropriate authority
- GS20.** identify cause and effect relations in their area of work
- GS21.** use cause and effect relations to anticipate potential problems and their solution
- GS22.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety at the workplace</i>	<b>30</b>	<b>70</b>	-	-
1. use protective clothing/equipment in neurotherapy work(Protective clothing: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)	2	6	-	-
2. state the name and location of people responsible for health and safety in the workplace	2	5	-	-
3. set up and position the equipment, relevant products and tools in the work area to meet legal, hygiene and safety requirements	3	7	-	-
4. clean and sterilize all tools and equipment before use	3	5	-	-
5. maintain one's posture and position to minimize fatigue and the risk of injury	2	6	-	-
6. state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors	2	4	-	-
7. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste, etc.	3	6	-	-
8. lift, carry or move objects from one place to another using appropriate safe working practices	2	4	-	-
9. keep oneself updated on the knowledge of the first aid procedures	2	4	-	-
10. identify and document potential risks and hazards in the workplace	2	4	-	-
11. accurately maintain accident reports	2	6	-	-
12. report health and safety risks/ hazards to concerned personnel	2	5	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. use tools, equipment and relevant products in accordance with standard operation procedures	3	8	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9907
<b>NOS Name</b>	Use basic health and safety practices in neurotherapy workplace
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Neurotherapy Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

## Qualification Pack

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

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

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
BWS/N2304.Mentor or coach subordinate neurotherapists to improve work performance	26	74	-	-	100	20
BWS/N2303.Assess clients needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness	26	74	-	-	100	20
BWS/N2302.Carry out neurotherapy procedure as per recommendation	23	77	-	-	100	30
BWS/N2301.Prepare and maintain the work area for neurotherapy procedures	25	75	-	-	100	10
BWS/N9907.Use basic health and safety practices in neurotherapy workplace	30	70	-	-	100	10
<b>Total</b>	<b>150</b>	<b>400</b>	<b>0</b>	<b>0</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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