

## Qualification Pack



# Aesthetic Skin Technician

QP Code: BWS/Q0504

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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### BWS/Q0504: Aesthetic Skin Technician

#### Brief Job Description

An Aesthetic Skin Technician is a professionally trained individual with requisite knowledge of skin & hair structure along with a thorough know how of common skin & hair conditions/problems. Aesthetic Skin Technician would be able to diagnose the common skin & hair problems & would be able to deal with the same. Aesthetic Skin Technician would be well versed with the principle & usage of high-end appliances/devices along with the use of cosme-derma products for treatment of skin & hair problems.

#### Personal Attributes

Upon completion of this program, Aesthetic Skin Technician will be able to assist their clients for the treatment of skin lesions, dry skin, oily skin, acne skin, pigmented skin, aging skin and pore extraction. Aesthetic Skin Technician will be able to operate high end appliances like Microdermabrasion, hair removal laser and IPL machines for hair removal, skin rejuvenation and pigmentation treatment

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [BWS/N0107: Perform facial electrotherapy](#)
2. [BWS/N0502: Identify the chemical composition of various beauty & hair products for effective use](#)
3. [BWS/N0503: Consult and advise clients on various anti-ageing treatments for skin and hair](#)
4. [BWS/N0504: Consult and perform hair removal services using laser](#)
5. [BWS/N0506: Counsel and perform acne treatments using peels/ high frequency/laser](#)
6. [BWS/N0507: Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion](#)
7. [BWS/N9001: Prepare and maintain work area](#)
8. [BWS/N9002: Maintain health and safety at the workplace](#)
9. [BWS/N9003: Create a positive impression at the workplace](#)
10. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
11. [BWS/N0505: Counsel and perform skin rejuvenation services by using peels/micro-dermabrasion/laser appliances](#)

## Qualification Pack

### Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	23
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0100
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass and pursuing continuous schooling OR 10th grade pass plus 1-year NTC/ NAC OR 10th grade pass (with 2 years of relevant experience) OR Previous relevant Qualification of NSQF Level (3) (with minimum education as 5th Grade pass and 2 years of relevant experience)
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<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>	24/02/2025
<b>NSQC Approval Date</b>	24/02/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QM-04-BW-00442-2023-V1.1-BWSSC
<b>NQR Version</b>	1

## Qualification Pack

### BWS/N0107: Perform facial electrotherapy

#### Description

Carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, micro current lymphatic drainage equipment and ultrasonic machine.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- Perform Facial Electrotherapy

#### Elements and Performance Criteria

##### *Perform facial electrotherapy*

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

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. position self and client throughout treatment to ensure privacy, comfort and wellbeing
3. use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests
4. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.
5. consult with clients on background, medical history etc with consent form
6. carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, microcurrent and lymphatic drainage equipment
7. Electro Muscle Stimulator (EMS) Use Electro Muscle Stimulator (EMS) on the motor points of the facial muscles Constantly monitoring the intensity of frequency, the time and comfort of the client throughout the procedure.
8. lymphatic drainage equipment Ventouse Choose the appropriate size and type of Ventouse Choose and use the correct strokes and amount of suction in towards the lymph nodes
9. Galvanic To perform application of desincrustation/ iontophoresis gel/solution. To know Galvanic electrode preparation To know Maintenance of galvanic electrodes
10. High-frequency To perform Direct high-frequency method To perform Indirect high-frequency method To know Maintenance of high frequency electrodes
11. Micro current To perform application of micro current with appropriate lubricant, intensity and frequency following manufacturers instructions, Maintenance of micro current electrodes
12. perform application of ultrasonic for facial rejuvenation and improved skin conditions
13. clarify the client's understanding and expectation prior to commencement of treatment
14. complete the therapy to the satisfaction of the guest in a commercially acceptable time
15. record the therapy accurately and store information securely in line with the organizations policies
16. provide specific after-process advice to the client

## Qualification Pack

### 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.** studio centre usage
- KU5.** electrotherapy and object of the treatment
- KU6.** checking and handling the equipment before and during the procedure
- KU7.** electrical current: Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and mono-phasic), sound wave
- KU8.** treatment adaptations according to treatment plan and individual client suitability
- KU9.** carry out skin sensitivity tests:Tactile test, thermal test, record results.
- KU10.** contra-indications that may prevent or restrict treatment
- KU11.** products used with EMS , galvanic , lymphatic drainage unit, hi frequency and microcurrent
- KU12.** possible effects and contra actions
- KU13.** anatomy, physiology and pathology for skin treatments
- KU14.** principles and practice of skin therapies
- KU15.** basic ailments
- KU16.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU17.** structure, function, characteristics of skin types and position of the muscles
- KU18.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU19.** structure and function of the endocrine system
- KU20.** hormones secreted by the anterior pituitary, posterior lobe, the parathyroid glands ,the pancreas, the adrenal medulla, the adrenal cortex
- KU21.** gonads (sex glands): Ovaries, testes
- KU22.** equipment- G5 (gyratory vibratory machine)
- KU23.** composition of blood
- KU24.** functions of the lymphatic system, lymphatic components, lymphatic nodes.
- KU25.** circulatory System, functions of blood, arteries, veins, blood composition and circulation and lymphatic system, the nervous system
- KU26.** effect of the natural ageing process on the skin and muscle tone

### Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs

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- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform facial electrotherapy</i>	<b>16</b>	<b>84</b>	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
2. position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	4	-	-
3. use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests	1	4	-	-
4. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.	1	4	-	-
5. consult with clients on background, medical history etc with consent form	1	4	-	-
6. carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, microcurrent and lymphatic drainage equipment	1	6	-	-
7. Electro Muscle Stimulator (EMS) Use Electro Muscle Stimulator (EMS) on the motor points of the facial muscles Constantly monitoring the intensity of frequency, the time and comfort of the client throughout the procedure.	1	8	-	-
8. lymphatic drainage equipment Ventouse Choose the appropriate size and type of Ventouse Choose and use the correct strokes and amount of suction in towards the lymph nodes	1	6	-	-
9. Galvanic To perform application of desincrustation/ iontophoresis gel/solution. To know Galvanic electrode preparation To know Maintenance of galvanic electrodes	1	6	-	-
10. High-frequency To perform Direct high-frequency method To perform Indirect high-frequency method To know Maintenance of high frequency electrodes	1	8	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>11.</b> Micro current To perform application of micro current with appropriate lubricant, intensity and frequency following manufacturers instructions, Maintenance of micro current electrodes	1	8	-	-
<b>12.</b> perform application of ultrasonic for facial rejuvenation and improved skin conditions	1	8	-	-
<b>13.</b> clarify the client's understanding and expectation prior to commencement of treatment	1	4	-	-
<b>14.</b> complete the therapy to the satisfaction of the guest in a commercially acceptable time	1	4	-	-
<b>15.</b> record the therapy accurately and store information securely in line with the organizations policies	1	3	-	-
<b>16.</b> provide specific after-process advice to the client	1	3	-	-
<b>NOS Total</b>	<b>16</b>	<b>84</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0107
<b>NOS Name</b>	Perform facial electrotherapy
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0502: Identify the chemical composition of various beauty & hair products for effective use

#### Description

Identify the chemistry of products used in the hair and beauty sector.

#### Scope

The scope covers the following :

- Identify the chemical composition of various beauty & hair products for effective use

#### Elements and Performance Criteria

##### *Understand chemistry of hair and beauty products*

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

1. identify the chemistry of active ingredients in hair and beauty products
2. determine the effects and safe use of active ingredients in hair and beauty products

#### 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.** chemical compounds found in hair and beauty products. (Solids, liquids, gases, states of matter, atoms, molecules, oils, fats, waxes, animal, vegetable, mineral, aromatherapy blends, synthetic waxes, carnauba, hydrogen peroxide, lanolin, isopropyl alcohol, mineral oil, polyethylene glycol (PEG), propylene glycol (PG), sodium lauryl sulphate (SLS) and sodium laureth sulphate (SLES), diethanolamine (DEA), monoethanolamine (MEA), triethanolamine (TEA), FD&C pig-ments, amino compounds, amino-2-hydroxytoluene and m-aminophenol, ammonium thioglycolate, sodium bromate, paraphenylenediamine, metal oxides, titanium dioxide, iron oxide, formaldehyde, material safety data sheets, pH scale, acids, alkaline, malic acid, lactic acid, citric acid, tartaric acid, glycolic acid, salicylic acid, AHAs, BHAs, DHA.)
- KU5.** active ingredients found in different hair and beauty products: Pigment molecules, temporary hair colour, semi-permanent hair dye, quasi-permanent hair colour, permanent hair colour, molecular structure, developer, peroxide, alkaline agent, ethanolamine, sodium carbonate, hydrogen peroxide, developer, oxidising agent, ammonia, chemical reaction, hair shaft, cuticle layer, cortex, melanin, bleaching, vegetable tinting gels, 3% (10 volume), 6% (20 volume), 12% (30 volume), cream/liquid.

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- KU6.** effect of functional groups on the reactivity of a molecule in products. Structure, properties, composition, reactions, esters, organic compounds, carbon-based compounds, hydrocarbons, derivatives, concept of functional groups, organic chemistry, classification of structures, properties, molecular module, chemical properties of organic compounds, physical properties of organic compounds, alcohols, hydrophilic, hydrophobic
- KU7.** desired effects of products in relation to their chemical composition

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand chemistry of hair and beauty products</i>	<b>20</b>	<b>80</b>	-	-
1. identify the chemistry of active ingredients in hair and beauty products	10	40	-	-
2. determine the effects and safe use of active ingredients in hair and beauty products	10	40	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0502
<b>NOS Name</b>	Identify the chemical composition of various beauty & hair products for effective use
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0503: Consult and advise clients on various anti-ageing treatments for skin and hair

#### Description

Identifying the functions, diseases and disorders of the skin, hair and nails, and factors affecting their growth. It is about ageing, nature of ageing, causes and effects of ageing on the body systems, and the beauty treatments and products that may delay the ageing process.

#### Scope

The scope covers the following :

- Consult and advise clients on various anti-ageing treatments for skin and hair

#### Elements and Performance Criteria

##### *Knowledge dermatology and physiology of ageing*

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 organization
2. identify the client needs for services and products taking into account factors that may limit or affect the choice
3. analyse the skin, visually and carry out necessary tests
4. consult the client by questioning to identify contra-indications to skin and provide recommendations for treatments that are suitable to the client
5. define a suitable treatment plan to meet the clients needs
6. confirm to the client the pricing and duration of service and products and address client queries
7. communicate effectively with the client to maintain clients goodwill trust
8. clarify the client's understanding and expectation prior to commencement of treatment
9. provide after care advice and recommendations to the client
10. record the client and treatment details accurately and store information securely in line with the organizations policies.
11. identify the structure and functions of the skin, hair and nails
12. identify the diseases and disorders of the skin, hair and nails
13. determine the nature of ageing.
14. identify the causes and effects of ageing of the skin
15. identify the causes and effects of degenerative disorders as a result of the ageing process.
16. determine how beauty therapy treatments and products may delay the ageing process.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services

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- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** anatomy, physiology and pathology for skin treatments
- KU5.** principles and practice of skin therapies
- KU6.** basic ailments, contraindications, contra actions, treatment plans
- KU7.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU8.** the structure, function, characteristics of skin types and position of the muscles
- KU9.** circulatory system, functions of blood, arteries, veins, blood composition and circulation
- KU10.** effect of the natural ageing process on the skin and muscle tone
- KU11.** characteristics of ageing
- KU12.** extrinsic environmental effects on the skin
- KU13.** intrinsic environmental effects on the skin
- KU14.** theories of ageing (genetic and non genetic theories)
- KU15.** ageing process in cells and tissues
- KU16.** changes to the repair mechanisms (ageing)
- KU17.** causes of changes to the skin when ageing
- KU18.** pathological conditions of the skin which may occur as a result of ageing
- KU19.** ageing effect of UV on the skin and Recommended precautions to minimise damage caused by UV light
- KU20.** degenerative disorders (causes and effects), skeletal system, muscular system, nervous system, cardiovascular system, and respiratory system.
- KU21.** how beauty therapy treatments and products may delay the ageing process (Skin effects, Penta peptides, Fatty acids ,Retinol (Vitamin A compound):Anti-oxidant, breaks down free radicals, hydroxy acids, enzymes, copper peptides, electrotherapy treatments, microdermabrasion , IPL, laser (non-ablative lasers), and heat.
- KU22.** Knowledge of nail structure, functions and growth factors
- KU23.** hair structure, functions and growth factors
- KU24.** infectious and non infectious disorders of skin, hair and nails

## Generic Skills (GS)

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

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Knowled gedermatology and physiology of ageing</i>	<b>16</b>	<b>84</b>	-	-
1. adhere to the health and safety standards laid out by the organization	1	3	-	-
2. identify the client needs for services and products taking into account factors that may limit or affect the choice	1	5	-	-
3. analyse the skin, visually and carry out necessary tests	1	5	-	-
4. consult the client by questioning to identify contra-indications to skin and provide recommendations for treatments that are suitable to the client	1	5	-	-
5. define a suitable treatment plan to meet the clients needs	1	5	-	-
6. confirm to the client the pricing and duration of service and products and address client queries	1	5	-	-
7. communicate effectively with the client to maintains clients goodwill trust	1	5	-	-
8. clarify the client's understanding and expectation prior to commencement of treatment	1	5	-	-
9. provide after care advice and recommendations to the client	1	5	-	-
10. record the client and treatment details accurately and store information securely in line with the organizations policies.	1	5	-	-
11. identify the structure and functions of the skin, hair and nails	1	6	-	-
12. identify the diseases and disorders of the skin, hair and nails	1	6	-	-
13. determine the nature of ageing.	1	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. identify the causes and effects of ageing of the skin	1	6	-	-
15. identify the causes and effects of degenerative disorders as a result of the ageing process.	1	6	-	-
16. determine how beauty therapy treatments and products may delay the ageing process.	1	6	-	-
<b>NOS Total</b>	<b>16</b>	<b>84</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0503
<b>NOS Name</b>	Consult and advise clients on various anti-ageing treatments for skin and hair
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0504: Consult and perform hair removal services using laser

#### Description

Carrying out electrical needle epilation treatments to remove hair using alternating current and blend techniques.

#### Scope

The scope covers the following :

- Consult and perform hair removal services using laser

#### Elements and Performance Criteria

##### *Consult and perform hair removal services using laser*

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds
- PC3.** position self and client throughout treatment to ensure privacy, comfort and wellbeing
- PC4.**
  - use suitable consultation techniques to identify treatment objectives
  - such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area
- PC5.** perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC6.**
  - clean the treatment area with product provided by the organization/ salon/ clinic
  - such as: dry the area, mark the area to be lased with white pencil and area which doesn't have hair or does not need laser should be marked
- PC7.** analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert
- PC8.** operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement
- PC9.** perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device
- PC10.** ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps
- PC11.**
  - provide cooling in the treated area with cold
  - compress or cooling device to alleviate the discomfort of the client
- PC12.** remove the markings/ gel and clean the skin post- procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen
- PC13.** complete the treatment/ service according to the standard operating procedure in the allocated time period
- PC14.** check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same

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- PC15.** record details of the Treatment/ Service accurately as per the Organization policy and procedure
- PC16.** keep Customer and his/ her service information discreet as per the policy
- PC17.** reassure the client with necessary information and positive comments as required
- PC18.**
- provide specific after-process advice to the
  - client such as: homecare, recommendation
  - for product use

## 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.** products, tools, equipment, (epilation unit, needle types size)
- KU5.** factors that influence current intensity.
- KU6.** moisture gradient that affects Galvanic current
- KU7.** aftercare & avoidance of activities that cause contra-actions
- KU8.** causes of hair growth and growth patterns
- KU9.** endocrine causes of hirsutism and hypertrichosis
- KU10.** probing faults
- KU11.** hair structure, hair growth cycle, hair functions, etc.
- KU12.** structure and function of the endocrine system
- KU13.** hormones secreted by the anterior pituitary, posterior, lobe, the parathyroid glands, the pancreas, adrenal medulla, and the adrenal cortex
- KU14.** gonads (sex glands): Ovaries , testes
- KU15.** pulmonary circulation, portal circulation, coronary circulation, systemic circulation, etc.
- KU16.** composition of blood
- KU17.** functions of the lymphatic system, lymphatic components, lymphatic nodes, etc.
- KU18.** electrical current: (Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and monophasic.)
- KU19.** treatment adaptations according to treatment plan and individual client suitability
- KU20.** carry out skin sensitivity tests:Tactile test, thermal test, record results, etc.
- KU21.** contra-indications that may prevent or restrict treatment
- KU22.** possible effects and contra actions
- KU23.** anatomy, physiology and pathology for skin treatments
- KU24.** principles and practice of skin therapies
- KU25.** basic ailments, contraindications, contra actions, and treatment plans
- KU26.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)

## Qualification Pack

- KU27.** structure, function, characteristics of skin types and position of the muscles
- KU28.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU29.** circulatory system, functions of blood, arteries, veins, blood composition, lymphatic system, and the nervous system
- KU30.** effect of the intrinsic ageing process on the skin and muscle tone

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consult and perform hair removal services using laser</i>	<b>28</b>	<b>72</b>	-	-
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
<b>PC2.</b> ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds	1	4	-	-
<b>PC3.</b> position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2	-	-
<b>PC4.</b> <ul style="list-style-type: none"> <li>• use suitable consultation techniques to identify treatment objectives</li> <li>• such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area</li> </ul>	2	6	-	-
<b>PC5.</b> perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
<b>PC6.</b> <ul style="list-style-type: none"> <li>• clean the treatment area with product provided by the organization/ salon/ clinic</li> <li>• such as: dry the area, mark the area to be lasered with white pencil and area which doesn't have hair or does not need laser should be marked</li> </ul>	2	2	-	-
<b>PC7.</b> analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert	2	4	-	-
<b>PC8.</b> operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement	2	6	-	-
<b>PC9.</b> perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device	2	6	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps	2	6	-	-
<b>PC11.</b> <ul style="list-style-type: none"> <li>provide cooling in the treated area with cold</li> <li>compress or cooling device to alleviate the discomfort of the client</li> </ul>	2	6	-	-
<b>PC12.</b> remove the markings/ gel and clean the skin post- procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen	2	6	-	-
<b>PC13.</b> complete the treatment/ service according to the standard operating procedure in the allocated time period	1	2	-	-
<b>PC14.</b> check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same	1	2	-	-
<b>PC15.</b> record details of the Treatment/ Service accurately as per the Organization policy and procedure	1	2	-	-
<b>PC16.</b> keep Customer and his/ her service information discreet as per the policy	1	2	-	-
<b>PC17.</b> reassure the client with necessary information and positive comments as required	1	2	-	-
<b>PC18.</b> <ul style="list-style-type: none"> <li>provide specific after-process advice to the client such as: homecare, recommendation</li> <li>for product use</li> </ul>	2	4	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0504
<b>NOS Name</b>	Consult and perform hair removal services using laser
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0506: Counsel and perform acne treatments using peels/ high frequency/laser

#### Description

Carrying out acne treatments using peels/ high frequency/laser

#### Scope

The scope covers the following :

- Counsel and perform acne treatments using peels/ high frequency/laser

#### Elements and Performance Criteria

##### *Consult and perform hair removal services using laser*

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds
- PC3.** position self and client throughout treatment to ensure privacy, comfort and wellbeing
- PC4.**
  - use suitable consultation techniques to identify treatment objectives
  - such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area
- PC5.** perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC6.**
  - clean the treatment area with product provided by the organization/ salon/ clinic
  - such as: dry the area, mark the area to be lased with white pencil and area which doesn't have hair or does not need laser should be marked
- PC7.** analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert
- PC8.** operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement
- PC9.** perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device
- PC10.** ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps
- PC11.**
  - provide cooling in the treated area with cold
  - compress or cooling device to alleviate the discomfort of the client
- PC12.** remove the Vaseline/wet cotton swab and clean the skin post-procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen
- PC13.** complete the treatment/ service according to the standard operating procedure in the allocated time period

## Qualification Pack

- PC14.** check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same
- PC15.** record details of the Treatment/ Service accurately as per the Organization policy and procedure
- PC16.** keep Customer and his/ her service information discreet as per the policy
- PC17.** reassure the client with necessary information and positive comments as required
- PC18.**
- provide specific after-process advice to the
  - client such as: homecare, recommendation
  - for product use

## 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.** products, tools, equipment, (epilation unit, needle types size)
- KU5.** factors that influence current intensity.
- KU6.** moisture gradient that affects Galvanic current
- KU7.** aftercare & avoidance of activities that cause contra-actions
- KU8.** causes of hair growth and growth patterns
- KU9.** endocrine causes of hirsutism and hypertrichosis
- KU10.** probing faults
- KU11.** hair structure, hair growth cycle, hair functions, etc.
- KU12.** structure and function of the endocrine system
- KU13.** hormones secreted by the anterior pituitary, posterior, lobe, the parathyroid glands, the pancreas, adrenal medulla, and the adrenal cortex
- KU14.** gonads (sex glands): Ovaries , testes
- KU15.** pulmonary circulation, portal circulation, coronary circulation, systemic circulation, etc.
- KU16.** composition of blood
- KU17.** functions of the lymphatic system, lymphatic components, lymphatic nodes, etc.
- KU18.** electrical current: (Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and monophasic.)
- KU19.** treatment adaptations according to treatment plan and individual client suitability
- KU20.** carry out skin sensitivity tests:Tactile test, thermal test, record results, etc.
- KU21.** contra-indications that may prevent or restrict treatment
- KU22.** possible effects and contra actions
- KU23.** anatomy, physiology and pathology for skin treatments
- KU24.** principles and practice of skin therapies
- KU25.** basic ailments, contraindications, contra actions, and treatment plans

## Qualification Pack

- KU26.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU27.** structure, function, characteristics of skin types and position of the muscles
- KU28.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU29.** circulatory system, functions of blood, arteries, veins, blood composition, lymphatic system, and the nervous system
- KU30.** effect of the intrinsic ageing process on the skin and muscle tone

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business

## Qualification Pack

- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consult and perform hair removal services using laser</i>	<b>28</b>	<b>72</b>	-	-
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
<b>PC2.</b> ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds	1	4	-	-
<b>PC3.</b> position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2	-	-
<b>PC4.</b> <ul style="list-style-type: none"> <li>• use suitable consultation techniques to identify treatment objectives</li> <li>• such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area</li> </ul>	2	6	-	-
<b>PC5.</b> perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
<b>PC6.</b> <ul style="list-style-type: none"> <li>• clean the treatment area with product provided by the organization/ salon/ clinic</li> <li>• such as: dry the area, mark the area to be lased with white pencil and area which doesn't have hair or does not need laser should be marked</li> </ul>	2	2	-	-
<b>PC7.</b> analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert	2	4	-	-
<b>PC8.</b> operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement	2	6	-	-
<b>PC9.</b> perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device	2	6	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps	2	6	-	-
<b>PC11.</b> <ul style="list-style-type: none"> <li>provide cooling in the treated area with cold</li> <li>compress or cooling device to alleviate the discomfort of the client</li> </ul>	2	6	-	-
<b>PC12.</b> remove the Vaseline/wet cotton swab and clean the skin post-procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen	2	6	-	-
<b>PC13.</b> complete the treatment/ service according to the standard operating procedure in the allocated time period	1	2	-	-
<b>PC14.</b> check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same	1	2	-	-
<b>PC15.</b> record details of the Treatment/ Service accurately as per the Organization policy and procedure	1	2	-	-
<b>PC16.</b> keep Customer and his/ her service information discreet as per the policy	1	2	-	-
<b>PC17.</b> reassure the client with necessary information and positive comments as required	1	2	-	-
<b>PC18.</b> <ul style="list-style-type: none"> <li>provide specific after-process advice to the client such as: homecare, recommendation</li> <li>for product use</li> </ul>	2	4	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0506
<b>NOS Name</b>	Counsel and perform acne treatments using peels/ high frequency/laser
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### BWS/N0507: Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion

#### Description

Carrying out anti-pigmentation services by using superficial peels/dermabrasion

#### Scope

The scope covers the following :

- Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion

#### Elements and Performance Criteria

##### *Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion*

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds
- PC3.** position self and client throughout treatment to ensure privacy, comfort and wellbeing
- PC4.**
  - use suitable consultation techniques to identify treatment objectives
  - such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area
- PC5.** perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC6.**
  - clean the treatment area with product provided by the organization/ salon/ clinic
  - such as: dry the area, mark the area to be lased with white pencil and area which doesn't have hair or does not need laser should be marked
- PC7.** analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert
- PC8.** operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement
- PC9.** perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device
- PC10.** ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps
- PC11.**
  - provide cooling in the treated area with cold
  - compress or cooling device to alleviate the discomfort of the client
- PC12.** remove the Vaseline/wet cotton swab and clean the skin post-procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen
- PC13.** complete the treatment/ service according to the standard operating procedure in the allocated time period

## Qualification Pack

- PC14.** check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same
- PC15.** record details of the Treatment/ Service accurately as per the Organization policy and procedure
- PC16.** keep Customer and his/ her service information discreet as per the policy
- PC17.** reassure the client with necessary information and positive comments as required
- PC18.**
- provide specific after-process advice to the
  - client such as: homecare, recommendation
  - for product use

## 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.** products, tools, equipment, (epilation unit, needle types size)
- KU5.** factors that influence current intensity.
- KU6.** moisture gradient that affects Galvanic current
- KU7.** aftercare & avoidance of activities that cause contra-actions
- KU8.** causes of hair growth and growth patterns
- KU9.** endocrine causes of hirsutism and hypertrichosis
- KU10.** probing faults
- KU11.** hair structure, hair growth cycle, hair functions, etc.
- KU12.** structure and function of the endocrine system
- KU13.** hormones secreted by the anterior pituitary, posterior, lobe, the parathyroid glands, the pancreas, adrenal medulla, and the adrenal cortex
- KU14.** gonads (sex glands): Ovaries , testes
- KU15.** pulmonary circulation, portal circulation, coronary circulation, systemic circulation, etc.
- KU16.** composition of blood
- KU17.** functions of the lymphatic system, lymphatic components, lymphatic nodes, etc.
- KU18.** electrical current: (Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and monophasic.)
- KU19.** treatment adaptations according to treatment plan and individual client suitability
- KU20.** carry out skin sensitivity tests:Tactile test, thermal test, record results, etc.
- KU21.** contra-indications that may prevent or restrict treatment
- KU22.** possible effects and contra actions
- KU23.** anatomy, physiology and pathology for skin treatments
- KU24.** principles and practice of skin therapies
- KU25.** basic ailments, contraindications, contra actions, and treatment plans

## Qualification Pack

- KU26.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU27.** structure, function, characteristics of skin types and position of the muscles
- KU28.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU29.** circulatory system, functions of blood, arteries, veins, blood composition, lymphatic system, and the nervous system
- KU30.** effect of the intrinsic ageing process on the skin and muscle tone

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business

## Qualification Pack

- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion</i>	<b>28</b>	<b>72</b>	-	-
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
<b>PC2.</b> ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds	1	4	-	-
<b>PC3.</b> position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2	-	-
<b>PC4.</b> <ul style="list-style-type: none"> <li>• use suitable consultation techniques to identify treatment objectives</li> <li>• such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area</li> </ul>	2	6	-	-
<b>PC5.</b> perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
<b>PC6.</b> <ul style="list-style-type: none"> <li>• clean the treatment area with product provided by the organization/ salon/ clinic</li> <li>• such as: dry the area, mark the area to be lasered with white pencil and area which doesn't have hair or does not need laser should be marked</li> </ul>	2	2	-	-
<b>PC7.</b> analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert	2	4	-	-
<b>PC8.</b> operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement	2	6	-	-
<b>PC9.</b> perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device	2	6	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps	2	6	-	-
<b>PC11.</b> <ul style="list-style-type: none"> <li>provide cooling in the treated area with cold</li> <li>compress or cooling device to alleviate the discomfort of the client</li> </ul>	2	6	-	-
<b>PC12.</b> remove the Vaseline/wet cotton swab and clean the skin post-procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen	2	6	-	-
<b>PC13.</b> complete the treatment/ service according to the standard operating procedure in the allocated time period	1	2	-	-
<b>PC14.</b> check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same	1	2	-	-
<b>PC15.</b> record details of the Treatment/ Service accurately as per the Organization policy and procedure	1	2	-	-
<b>PC16.</b> keep Customer and his/ her service information discreet as per the policy	1	2	-	-
<b>PC17.</b> reassure the client with necessary information and positive comments as required	1	2	-	-
<b>PC18.</b> <ul style="list-style-type: none"> <li>provide specific after-process advice to the client such as: homecare, recommendation</li> <li>for product use</li> </ul>	2	4	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0507
<b>NOS Name</b>	Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

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

#### Description

Prepare the equipment's/ tools/ products/machinery (if required any) and work area ahead of service/ session delivery to ensure the efficiency 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9001
<b>NOS Name</b>	Prepare and maintain work area
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2028
<b>NSQC Clearance Date</b>	31/08/2023

## 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

## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9002
<b>NOS Name</b>	Maintain health and safety at the workplace
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2028
<b>NSQF Clearance Date</b>	31/08/2023

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Appearance and Behavior*

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

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

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

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

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

##### *Communication and Information record*

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

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

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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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9003
<b>NOS Name</b>	Create a positive impression at the workplace
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2028
<b>NSQF Clearance Date</b>	31/08/2023

## 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:

## Qualification Pack

- 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.

## Qualification Pack

**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

## Qualification Pack

- 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

## Qualification Pack

### 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>	-	-

## Qualification Pack

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	-	-	-	-

## Qualification Pack

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>	-	-

## Qualification Pack

### 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>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### BWS/N0505: Counsel and perform skin rejuvenation services by using peels/micro-dermabrasion/laser appliances

#### Description

Carrying out skin rejuvenation services by using peels/micro-dermabrasion/laser appliances

#### Scope

The scope covers the following :

- Counsel and perform skin rejuvenation services by using peels/micro-dermabrasion/laser appliances

#### Elements and Performance Criteria

##### *Consult and perform hair removal services using laser*

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds
- PC3.** position self and client throughout treatment to ensure privacy, comfort and wellbeing
- PC4.**
  - use suitable consultation techniques to identify treatment objectives
  - such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area
- PC5.** perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC6.**
  - clean the treatment area with product provided by the organization/ salon/ clinic
  - such as: dry the area, mark the area to be lased with white pencil and area which doesn't have hair or does not need laser should be marked
- PC7.** analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert
- PC8.** operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement
- PC9.** perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device
- PC10.** ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps
- PC11.**
  - provide cooling in the treated area with cold
  - compress or cooling device to alleviate the discomfort of the client
- PC12.** remove the markings/ gel and clean the skin post- procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen
- PC13.** complete the treatment/ service according to the standard operating procedure in the allocated time period

## Qualification Pack

- PC14.** check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same
- PC15.** record details of the Treatment/ Service accurately as per the Organization policy and procedure
- PC16.** keep Customer and his/ her service information discreet as per the policy
- PC17.** reassure the client with necessary information and positive comments as required
- PC18.**
- provide specific after-process advice to the
  - client such as: homecare, recommendation
  - for product use

## 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.** products, tools, equipment, (epilation unit, needle types size)
- KU5.** factors that influence current intensity.
- KU6.** moisture gradient that affects Galvanic current
- KU7.** aftercare & avoidance of activities that cause contra-actions
- KU8.** causes of hair growth and growth patterns
- KU9.** endocrine causes of hirsutism and hypertrichosis
- KU10.** probing faults
- KU11.** hair structure, hair growth cycle, hair functions, etc.
- KU12.** structure and function of the endocrine system
- KU13.** hormones secreted by the anterior pituitary, posterior, lobe, the parathyroid glands, the pancreas, adrenal medulla, and the adrenal cortex
- KU14.** gonads (sex glands): Ovaries , testes
- KU15.** pulmonary circulation, portal circulation, coronary circulation, systemic circulation, etc.
- KU16.** composition of blood
- KU17.** functions of the lymphatic system, lymphatic components, lymphatic nodes, etc.
- KU18.** electrical current: (Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and monophasic.)
- KU19.** treatment adaptations according to treatment plan and individual client suitability
- KU20.** carry out skin sensitivity tests:Tactile test, thermal test, record results, etc.
- KU21.** contra-indications that may prevent or restrict treatment
- KU22.** possible effects and contra actions
- KU23.** anatomy, physiology and pathology for skin treatments
- KU24.** principles and practice of skin therapies
- KU25.** basic ailments, contraindications, contra actions, and treatment plans

## Qualification Pack

- KU26.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU27.** structure, function, characteristics of skin types and position of the muscles
- KU28.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU29.** circulatory system, functions of blood, arteries, veins, blood composition, lymphatic system, and the nervous system
- KU30.** effect of the intrinsic ageing process on the skin and muscle tone

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business

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- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consult and perform hair removal services using laser</i>	<b>28</b>	<b>72</b>	-	-
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	4	-	-
<b>PC2.</b> ask questions to the client related to skin, hair and recent medical history to confirm and assure that service can be conducted and need not to be rescheduled on efficacy or safety grounds	1	4	-	-
<b>PC3.</b> position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	2	-	-
<b>PC4.</b> <ul style="list-style-type: none"> <li>• use suitable consultation techniques to identify treatment objectives</li> <li>• such as: informing customer about the service, its benefits, number of sessions required and what customer will feel during the service/ treatment like cold, warmth etc. on the treatment area</li> </ul>	2	6	-	-
<b>PC5.</b> perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
<b>PC6.</b> <ul style="list-style-type: none"> <li>• clean the treatment area with product provided by the organization/ salon/ clinic</li> <li>• such as: dry the area, mark the area to be lasered with white pencil and area which doesn't have hair or does not need laser should be marked</li> </ul>	2	2	-	-
<b>PC7.</b> analyze skin type and hair type to assess the energy and other machine settings and get is confirmed by the medical expert	2	4	-	-
<b>PC8.</b> operate with the machine effortlessly which includes, switching it ON and OFF, sanitizing it, machine settings, handling the hand piece while delivering the shots and maintenance at the end of the day as per the requirement	2	6	-	-
<b>PC9.</b> perform pre-cooling of the treatment area with cool gel/ cold compress/ cooling device	2	6	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> ensure that overlap of the shots are as per the type of laser light used, to assure expected result and safety i.e., NO excessive overlap and NO gaps	2	6	-	-
<b>PC11.</b> <ul style="list-style-type: none"> <li>provide cooling in the treated area with cold</li> <li>compress or cooling device to alleviate the discomfort of the client</li> </ul>	2	6	-	-
<b>PC12.</b> remove the markings/ gel and clean the skin post- procedure to ensure it is clean and adequately protected by the application of moisturizer/ sunscreen	2	6	-	-
<b>PC13.</b> complete the treatment/ service according to the standard operating procedure in the allocated time period	1	2	-	-
<b>PC14.</b> check the clients comfort and wellbeing throughout the service and take advice from the expert when needed and execute accordingly to ensure the same	1	2	-	-
<b>PC15.</b> record details of the Treatment/ Service accurately as per the Organization policy and procedure	1	2	-	-
<b>PC16.</b> keep Customer and his/ her service information discreet as per the policy	1	2	-	-
<b>PC17.</b> reassure the client with necessary information and positive comments as required	1	2	-	-
<b>PC18.</b> <ul style="list-style-type: none"> <li>provide specific after-process advice to the client such as: homecare, recommendation</li> <li>for product use</li> </ul>	2	4	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0505
<b>NOS Name</b>	Counsel and perform skin rejuvenation services by using peels/micro-dermabrasion/laser appliances
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Non-Invasive Cosmetology
<b>Occupation</b>	Aesthetic Skin Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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
BWS/N0107.Perform facial electrotherapy	16	84	-	-	100	15
BWS/N0502.Identify the chemical composition of various beauty & hair products for effective use	20	80	-	-	100	15
BWS/N0503.Consult and advise clients on various anti-ageing treatments for skin and hair	16	84	-	-	100	15
BWS/N0504.Consult and perform hair removal services using laser	28	72	-	-	100	15
BWS/N0506.Counsel and perform acne treatments using peels/ high frequency/laser	28	72	-	-	100	10
BWS/N0507.Counsel and provide anti-pigmentation services by using superficial peels/dermabrasion	28	72	-	-	100	5
BWS/N9001.Prepare and maintain work area	30	70	-	-	100	5
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	5
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0505.Counsel and perform skin rejuvenation services by using peels/micro-dermabrasion/laser appliances	28	72	-	-	100	5
<b>Total</b>	<b>283</b>	<b>767</b>	<b>-</b>	<b>-</b>	<b>1050</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.