

Qualification Pack



Assistant Beauty Therapist

Options: Carry out application of simple mehndi designs

QP Code: BWS/Q0101

Version: 4.0

NSQF Level: 3

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BWS/Q0101: Assistant Beauty Therapist

Brief Job Description

An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services, mehendi application and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon.

Personal Attributes

An Assistant Beauty Therapist should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
2. [BWS/N0401: Provide manicure and pedicure services](#)
3. [BWS/N0125: Perform simple makeup services](#)
4. [BWS/N0102: Carry out basic hair removal services](#)
5. [BWS/N0101: Provide basic skin care services](#)
6. [BWS/N0126: Provide simple hair dressing services to produce common hair dos](#)
7. [BWS/N9003: Create a positive impression at the workplace](#)
8. [BWS/N9002: Maintain health and safety at the workplace](#)
9. [BWS/N9001: Prepare and maintain work area](#)

Options(Not mandatory):

Option : Carry out application of simple mehndi designs

This OS unit is application of mehndi design as a temporary form of skin decoration. This is an artistic body art procedure.

1. [BWS/N0127: Carry out application of simple mehndi designs](#)

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Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.0101
Minimum Educational Qualification & Experience	8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 year of (NTC/ NAC) after 8th OR 8th Class with 1 Year of experience
Minimum Level of Education for Training in School	Ability to read and write
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	4.0
Reference code on NQR	2022/BW/BWSSC/06575
NQR Version	1

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values – Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

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

Financial and Legal Literacy

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

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

Essential Digital Skills

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

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

Entrepreneurship

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

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

Customer Service

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

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

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

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

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Assessment Criteria

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

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

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BWS/N0401: Provide manicure and pedicure services

Description

Clean and remove dead skin and callous from hands and feet and improve the appearance of nails.

Scope

The scope covers the following :

- This unit/task covers the following:
 - 1. Preparing self and client
 - 2. Carrying out manicure and pedicure services
 - 3. Post service procedures

Elements and Performance Criteria

Preparing self and client

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

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. sanitize the hands prior to procedure commencement as per organisational approved process
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure
6. adjust the clients position to meet the needs of the service without causing them discomfort
7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client

Carrying out manicure and pedicure services

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

8. remove any existing nail polish using approved products and procedures before proceeding further
9. enquire to establish the desired length and shape of nails (hands or toes) with the client
10. file the nails ensuring the nails free edge is left smooth and shaped to required length according to the clients preference
11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free
12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the clients skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)

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- 14.** use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the clients needs
- 15.** remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client
- 16.** leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials
- 17.** check that the nail plate is dehydrated and the underside is clean and free of debris
- 18.** apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish
- 19.** check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel

Post Service procedures

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

- 20.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- 21.** clean the treated area and use a suitable soothing product
- 22.** complete the therapy to the satisfaction of the guest in a commercially acceptable time
- 23.** record the therapy accurately and store information securely in line with the organizations policies
- 24.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- 25.** ask questions to check with the client their satisfaction with the finished result
- 26.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** anatomical structure, function, characteristics of nail and the process of nail growth
Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle);Functions protection
- KU6.** anatomical structure and function of the skin
Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** names and position of bones of lower leg and foot

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- KU8.** names and position of bones of the wrist, hands fingers and forearm
- KU9.** structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm
- KU10.** position of arteries and veins of lower leg, foot, hand and arm
- KU11.** location of muscles of the lower leg, foot, hand and arms
- KU12.** nail diseases and disorders
- KU13.** nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing service
- KU14.** respective necessary action relevant to contra-indications
- KU15.** products and tools suitable to carry the procedure
Products: Exfoliant, enamel remover, nail enamels, cuticle cream
Tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers
- KU16.** pedicure and manicure techniques
Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing
- KU17.** contra-actions and respective necessary actions
- KU18.** customer service principles including privacy and protection to modesty of the customers
- KU19.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

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- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on Plan and Organize
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations

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- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing self and client</i>	4.5	22.5	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	0.5	2.5	-	-
2. sanitize the hands prior to procedure commencement as per organisational approved process	0.5	2.5	-	-
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	1	4	-	-
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	0.5	2.5	-	-
5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure	0.5	3.5	-	-
6. adjust the clients position to meet the needs of the service without causing them discomfort	0.5	3.5	-	-
7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	1	4	-	-
<i>Carrying out manicure and pedicure services</i>	8	38	-	-
8. remove any existing nail polish using approved products and procedures before proceeding further	1	3	-	-
9. enquire to establish the desired length and shape of nails (hands or toes) with the client	1	3	-	-
10. file the nails ensuring the nails free edge is left smooth and shaped to required length according to the clients preference	1	4	-	-
11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free	0.5	2.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	0.5	4.5	-	-
13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the clients skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)	1	4	-	-
14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the clients needs	0.5	3.5	-	-
15. remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	0.5	2.5	-	-
16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials	0.5	2.5	-	-
17. check that the nail plate is dehydrated and the underside is clean and free of debris	0.5	2.5	-	-
18. apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish	0.5	3.5	-	-
19. check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel	0.5	2.5	-	-
<i>Post Service procedures</i>	7.5	19.5	-	-
20. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	1	3	-	-
21. clean the treated area and use a suitable soothing product	0.5	2.5	-	-
22. complete the therapy to the satisfaction of the guest in a commercially acceptable time	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
23. record the therapy accurately and store information securely in line with the organizations policies	2	2	-	-
24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	3	-	-
25. ask questions to check with the client their satisfaction with the finished result	1	2	-	-
26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	3	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0401
NOS Name	Provide manicure and pedicure services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services, Nailcare Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

Qualification Pack

BWS/N0125: Perform simple makeup services

Description

Provide make-up for a simple routine occasions. This unit covers the application of vast range of make-up products to suit skin tones and age groups.

Scope

The scope covers the following :

- This unit/task covers the following:
 - 1. Prepare for make-up services
 - 2. Apply simple make-up procedures for routine purposes

Elements and Performance Criteria

Prepare for make-up services

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. sanitize the hands prior to procedure commencement as per organisational approved process
3.
 - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
 - Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
6. adjust the clients position to meet the needs of the service without causing them discomfort
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
 - identify basic skin types and skin tone correctly
 - Skin types: Oily, dry, normal and combination
 - Skin tone: Fair, dark, pink, yellow, pale
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences
10. select and prepare suitable skin care and make up products to meet the clients needs and work plan
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes

Apply simple make-up procedures for routine purposes

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

12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes

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13. • select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards
• Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
17. dispose waste materials as per organisational standards in a safe and hygienic manner
18. record details of the procedure accurately as per organisational policy and approved practice
19. store information securely in line with the salons policies
20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client
21. ask questions to check with the client their satisfaction with the finished result
22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Drape costumes on customers

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

23. • handle the costume safely, avoiding any additional wrinkles or crumpling
• Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc.
24. identify and highlight any damage to the costume to the customer on receiving the costume
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness

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

Generic Skills (GS)

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

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- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations

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- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required

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- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for make-up services</i>	10	32	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	-
2. sanitize the hands prior to procedure commencement as per organisational approved process	1	2	-	-
3. • prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment • Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc	1	4	-	-
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1	3	-	-
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	0.5	3.5	-	-
6. adjust the clients position to meet the needs of the service without causing them discomfort	1	3	-	-
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	1.5	3.5	-	-
8. • identify basic skin types and skin tone correctly • Skin types: Oily, dry, normal and combination • Skin tone: Fair, dark, pink, yellow, pale	0.5	2.5	-	-
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences	1	3	-	-
10. select and prepare suitable skin care and make up products to meet the clients needs and work plan	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes	0.5	2.5	-	-
<i>Apply simple make-up procedures for routine purposes</i>	9	27	-	-
12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes	1	2	-	-
13. <ul style="list-style-type: none"> select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc. 	1	3	-	-
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required	1	2	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2.5	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	0.5	2.5	-	-
17. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
18. record details of the procedure accurately as per organisational policy and approved practice	1.5	1.5	-	-
19. store information securely in line with the salons policies	0.5	2.5	-	-
20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. ask questions to check with the client their satisfaction with the finished result	0.5	2.5	-	-
22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor Drape costumes on customers	1	3	-	-
<i>Drape costumes on customers</i>	3	19	-	-
23. • handle the costume safely, avoiding any additional wrinkles or crumpling • Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc.	0.5	2.5	-	-
24. identify and highlight any damage to the costume to the customer on receiving the costume	-	3	-	-
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures	0.5	2.5	-	-
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty	0.5	3.5	-	-
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions	0.5	2.5	-	-
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume	0.5	2.5	-	-
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness	0.5	2.5	-	-
NOS Total	22	78	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0125
NOS Name	Perform simple makeup services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services, Make-up Services
NSQF Level	3
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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BWS/N0102: Carry out basic hair removal services

Description

This unit provides performance criteria, knowledge & understanding and skills & abilities required to carry out waxing and threading services.

Scope

The scope covers the following :

- This unit/task covers the following:
 - 1. Depilation services:
 - a. Performing waxing services
 - b. Performing threading services

Elements and Performance Criteria

Perform waxing services

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

- PC1.** comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co-workers, self and organisation
- PC2.** identify any contra indications and take respective necessary action
- PC3.**
 - carry out hair removal processes using the appropriate tools and materials and as per process laid down by the organization
 - Tools: Wax strips, applicator, wax warmer, etc.
 - Materials: Hot wax, cold wax, cooling gel, etc
- PC4.** ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
- PC5.** prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
- PC6.** select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements
- PC7.** conduct a test patch and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service
- PC8.**
 - apply and remove the hair removal products on client skin correctly based on manufacturer's instructions
 - Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc.
- PC9.**
 - maintain the client's modesty and privacy at all times by taking suitable precautions and actions
 - Precautions and actions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.
- PC10.** follow work techniques that minimize discomfort to the client
- PC11.** stop the waxing procedure and providing relevant advice if contra-actions occur Perform threading services

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Perform threading services

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

- PC12.** comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
- PC13.** • carry out the threading process using correct tools and materials and as per standards laid down by the organization
 - Tools: scissors, disposable eye brush, etc.
 - Materials: thread
- PC14.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC15.** • ensure safe and quick hair removal methods are carried out to minimize discomfort to the client
 - Methods: Hand, mouth, neck
- PC16.** ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread
- PC17.** provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service
- PC18.** create a well-balanced, proportioned and defined eyebrow shape as per clients requirements, where required
- PC19.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC20.** discontinue service, and do not provide advice and recommendations where contra-actions occur
- PC21.** ensure the work area is kept clean and tidy during the service
- PC22.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC23.** record details of the services accurately as per organisational policy and approved practice
- PC24.** store information securely in line with the salons policies

Carry out postprocedure actions

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

- PC25.** clean the treated area and apply a suitable soothing product correctly, post the threading procedure
- PC26.** ask questions to check with the client their satisfaction with the finished result
- PC27.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage
- PC28.** provide specific after-care advice to the client to minimize irritation, redness and discomfort

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements as applicable to the area of work
 - KU2.** service standards and brand image related details of the salon
 - KU3.** safe, effective and hygiene practices to be followed while working in the organization
- B.Technical Knowledge

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- KU4.** • environmental conditions required and expected for carrying out services and importance of maintaining these
• Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** • structure of the skin and differences in the structure of the skin for different client groups
• Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU6.** functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** structure of the hair and basic principles of hair growth Structure: Anagen, catagen, telogen
- KU8.** types of equipment and products used for waxing Types of equipment: Wax warmer, wax strips, applicator, etc. Types of products: Hot wax, cold wax, cooling gel, etc.
- KU9.** function and purpose of pre-wax products
- KU10.** ingredients and composition of waxing products Products: Warm wax, sugar paste, strip sugar and hot wax
- KU11.** types of product suitable for soothing skin irritation
- KU12.** various techniques associated with and working temperatures for the different types of hot wax and warm wax
- KU13.** suitability of specific products based on hair types
- KU14.** method of application and removal of waxing products in relation to the direction of hair growth
- KU15.** precautions which need to be taken during the waxing process
- KU16.** conditions which restrict the waxing service
- KU17.** advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures
- KU18.** • other methods of hair removal and the effect of these methods on the waxing and threading process
• Other methods: e.g. sugaring, tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, depilation, intensive pulse light, laser
- KU19.** recommended intervals between waxing services
- KU20.** activities to avoid after waxing services
- KU21.** possible contra-actions that may occur after waxing services
- KU22.** types of tools and materials used for threading tools: e.g. scissors, disposable eye brow brush etc. materials: thread
- KU23.** importance of using a thread designed for threading
- KU24.** types of products suitable for pre and post threading services
- KU25.** importance of having the correct equipment for threading e.g. a couch or chair with suitable back, neck and leg support
- KU26.** different types of threading techniques
- KU27.** advantages and disadvantages of threading
- KU28.** shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape
- KU29.** method to carry out the threading techniques
- KU30.** importance of performing safe, quick and effective threading techniques
- KU31.** adapting the threading techniques to suit male client requirements e.g.

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- KU32.** importance of aftercare procedures and considerations for threading services
- KU33.** customer service principles including privacy and protection to modesty of the customers
- KU34.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU35.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

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- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying,
- GS51.** seek guidance to define criteria and assign values of importance and urgency

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform waxing services</i>	11	34	-	-
PC1. comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co-workers, self and organisation	1	3	-	-
PC2. identify any contra indications and take respective necessary action	1	2	-	-
PC3. <ul style="list-style-type: none"> carry out hair removal processes using the appropriate tools and materials and as per process laid down by the organization Tools: Wax strips, applicator, wax warmer, etc. Materials: Hot wax, cold wax, cooling gel, etc 	2	3	-	-
PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1	3	-	-
PC5. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	1	4	-	-
PC6. select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements	1	4	-	-
PC7. conduct a test patch and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service	1	4	-	-
PC8. <ul style="list-style-type: none"> apply and remove the hair removal products on client skin correctly based on manufacturer's instructions Correctly: Right product for right areas; apply evenly; avoid sensitive areas nostrils, eyes, etc.; apply for the right time; do not rub but apply; wipe gently; rinse immediately after; avoid scars, moles, cuts and rashes; etc. 	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. <ul style="list-style-type: none"> maintain the client's modesty and privacy at all times by taking suitable precautions and actions Precautions and actions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc. 	0.5	2.5	-	-
PC10. follow work techniques that minimize discomfort to the client	1	2	-	-
PC11. stop the waxing procedure and providing relevant advice if contra-actions occur Perform threading services	0.5	2.5	-	-
<i>Perform threading services</i>	10.5	30.5	-	-
PC12. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	0.5	2.5	-	-
PC13. <ul style="list-style-type: none"> carry out the threading process using correct tools and materials and as per standards laid down by the organization Tools: scissors, disposable eye brush, etc. Materials: thread 	1.5	3.5	-	-
PC14. adjust the clients position to meet the needs of the service without causing them discomfort	0.5	2.5	-	-
PC15. <ul style="list-style-type: none"> ensure safe and quick hair removal methods are carried out to minimize discomfort to the client Methods: Hand, mouth, neck 	0.5	1.5	-	-
PC16. ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread	0.5	2.5	-	-
PC17. provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service	2	2	-	-
PC18. create a well-balanced, proportioned and defined eyebrow shape as per clients requirements, where required	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2.5	-	-
PC20. discontinue service, and do not provide advice and recommendations where contra-actions occur	0.5	2.5	-	-
PC21. ensure the work area is kept clean and tidy during the service	0.5	1.5	-	-
PC22. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
PC23. record details of the services accurately as per organisational policy and approved practice	1.5	2.5	-	-
PC24. store information securely in line with the salons policies	0.5	1.5	-	-
<i>Carry out postprocedure actions</i>	4.5	9.5	-	-
PC25. clean the treated area and apply a suitable soothing product correctly, post the threading procedure	0.5	2.5	-	-
PC26. ask questions to check with the client their satisfaction with the finished result	1.5	2.5	-	-
PC27. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage	1.5	2.5	-	-
PC28. provide specific after-care advice to the client to minimize irritation, redness and discomfort	1	2	-	-
NOS Total	26	74	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0102
NOS Name	Carry out basic hair removal services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services, Haircare Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	20/01/2023

Qualification Pack

BWS/N0101: Provide basic skin care services

Description

This unit covers requirements for providing basic skin care services such as facials, cleansing, toning, moisturizing, exfoliations, skin warming and blackhead extraction carried out in a beauty salon.

Scope

The scope covers the following :

- This unit/task covers the following:
 - 1. Provide basic skin care services
 - a. cleansing
 - b. exfoliation
 - c. Toning
 - d. Moisturing
 - e. Masks
 - f. Skin warming
 - g. Blackhead/ comedone extraction

Elements and Performance Criteria

Provide basic skin care services

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

1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
2.
 - carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc.
 - Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc.
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any
4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.
5. use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides
6. use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks
7. use a steamer following manufacturers instructions in a safe manner
8. position the steam at a safe and effective distance away from the face of the client
9. carry out any necessary extraction, when required as per standard procedure
10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently

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- 11.** remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer
- 12.** carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures
- 13.** provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience
- 14.** ensure the work area is kept clean and tidy during the service
- 15.** dispose waste materials as per organisational standards in a safe and hygienic manner
- 16.** record details of the procedure accurately as per organisational policy and approved practice
- 17.** store information securely in line with the salons policies
- 18.** ask questions to check with the client their satisfaction with the finished result
- 19.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon
- KU2.** safe, effective and hygiene practices to be followed while providing facial services
- KU3.**
 - anatomical structure of the skin
 - Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings
- KU4.**
 - functions of the skin
 - Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU5.** characteristics of the skin and skin types of different ethnic groups
- KU6.** actions of the facial, neck and shoulder muscles
- KU7.** bones of the head, neck and shoulder girdle
- KU8.** position of the head, face, neck, chest and shoulder girdle bones
- KU9.** position of the face, neck and shoulder muscles
- KU10.** effect of the natural ageing process on the skin, facial muscles and muscle tone
- KU11.** methods to adapt facial and bleach techniques for clients
- KU12.** methods to recognize the skin types and skin conditions
- KU13.** effect of environmental and lifestyle factors on the skin
- KU14.**
 - methods to treat the skin types and various skin conditions
 - Skin conditions: psoriasis, eczema, acne, etc.
 - Treatments: anti- acne, anti-pigmentation (HP), oxygenating, anti-ageing, enzymes, etc.
- KU15.**
 - suitable course of services and procedures for various skin types and conditions and recommended frequency of service
 - Frequency: Daily, weekly, monthly, etc.
- KU16.** range and uses of products available for facial and bleach services

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- KU17.** different types of specialist skin products and methods to apply
- KU18.** • reasons for various beauty services and related benefits
• Services: Cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products
- KU19.** need for skin warming, different types of skin warming devices and its effect on the skin
- KU20.** process of safe manual black head extraction using a comedo extractor
- KU21.** • different types of masks and their effects on the skin
• Masks: Cream, warm oil, clay, peel-off, thermal, etc.
- KU22.** links between mask application timing and skin condition
- KU23.** methods to identify erythema and its causes
- KU24.** contra-indications and respective necessary action
- KU25.** possible contra-actions which may occur during the facial and bleach services and how to deal with them
- KU26.** importance of a basic home care routine for skin protection
- KU27.** beauty products for skin that can be used at home use that will benefit the client
- KU28.** recommended time intervals or frequency for facial and bleach services
- KU29.** customer service principles including privacy and protection to modesty of the customers
- KU30.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU31.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status Oral Communication (Listening and Speaking skills)
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English

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- 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 judgement
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction

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- 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.** identify situations and possible underlying intent where information provided by others may be unreliable
- GS58.** explain the concept of assumptions and how they impact decisions, actions and consequences

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide basic skin care services</i>	28	72	-	-
1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	4	-	-
2. <ul style="list-style-type: none"> carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization; such as cleansing, exfoliating, toning, moisturising, sunscreen, etc. Facial categories: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc. 	2	4	-	-
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any	1	4	-	-
4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques; such as gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.	1	4	-	-
5. use an exfoliation technique suitable for the client's skin type and skin condition; skin type: Normal, oily, dry, combination, sensitive and exfoliation techniques: Mechanical exfoliation, chemical peels, retinols, enzymes and peptides	2	5	-	-
6. use a suitable skin warming technique relevant to the client's needs safely; skin warming techniques such as: Hot towel, steam, masks	2	4	-	-
7. use a steamer following manufacturers instructions in a safe manner	1	4	-	-
8. position the steam at a safe and effective distance away from the face of the client	1	4	-	-
9. carry out any necessary extraction, when required as per standard procedure	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently	2	5	-	-
11. remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer	2	5	-	-
12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures	1	4	-	-
13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience	2	4	-	-
14. ensure the work area is kept clean and tidy during the service	-	2	-	-
15. dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	-
16. record details of the procedure accurately as per organisational policy and approved practice	2	3	-	-
17. store information securely in line with the salons policies	2	3	-	-
18. ask questions to check with the client their satisfaction with the finished result	1	3	-	-
19. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	2	3	-	-
NOS Total	28	72	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0101
NOS Name	Provide basic skin care services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services
NSQF Level	3
Credits	3
Version	4.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	20/01/2023

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Provide simple hair dressing services to produce common hair dos

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide simple hair dressing services to produce common hair dos</i>	25	75	-	-
1. <ul style="list-style-type: none"> use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc. 	1.5	4.5	-	-
2. ensure a guardian/parent is present for minors under age 14	0.5	3.5	-	-
3. position self and client to ensure privacy, comfort and safety, throughout the service	1	5	-	-
4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	6	-	-
5. perform back combing /back brushing technique as required	2	5	-	-
6. control and secure hair effectively into place, during dressing	1	4	-	-
7. <ul style="list-style-type: none"> dress the hair to the satisfaction of the client producing simple hair dos Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc. 	1.5	4.5	-	-
8. <ul style="list-style-type: none"> apply common hair accessories correctly Accessories: eg. pins, false hair, parandas, clips, flowers, etc. 	1.5	4.5	-	-
9. apply finishing product following manufacturers instructions to maintain the style	2	5	-	-
10. ensure the work area is kept clean and tidy during the service	-	4	-	-
11. promptly refer problems that cannot be solved to the relevant superior for action	1	4	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

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BWS/N9001: Prepare and maintain work area

Description

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N0127: Carry out application of simple mehndi designs

Description

This OS unit is application of mehendi design as a temporary form of skin decoration. This is an artistic body art procedure.

Scope

The scope covers the following :

- This unit/task covers the following:
 - A. Depilation services:
 - 1. Prepare for mehendi application
 - 2. Apply simple mehendi designs

Elements and Performance Criteria

Prepare for mehendi application

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. use mehendi procured from authorised sources only
3. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
4. adjust the clients position to meet the needs of the service without causing them discomfort
5. sanitize the hands prior to service commencement using a hand sanitiser
6. prepare the client and provide suitable protective apparel
7. use suitable consultation techniques to identify design objectives
8. select and use products, tools and equipment to suit design objectives
9. perform pre- preparation of mehndi/henna for the cone
10. perform preparation of the cone and ensure a suitable tip size
11. prepare the mehendi to appropriate consistency and recipe for application technique
12. carry out a skin sensitivity test suitably to test for contra action

Apply simple mehendi design

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

13. apply mehndi design using simple elements and correct procedures on hands, wrists and feet
14. complete the application to the satisfaction of the customer in a commercially acceptable time
15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
16. check the clients comfort and wellbeing throughout the service and adapt
17. discontinue service, and do not provide advice and recommendations where contra-actions occur
18. ensure the work area is kept clean and tidy during the service Carry out post-procedure actions

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Carry out post-procedure actions

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

- 19.** dispose waste materials as per organisational standards in a safe and hygienic manner
- 20.** record details of the procedure accurately as per organisational policy and approved practice
- 21.** store information securely in line with the salons policies
- 22.** provide specific after-process advice to the client for colour fastening and contra actions
- 23.** ask questions to check with the client their satisfaction with the finished result
- 24.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the health, safety and legal requirements as applicable to the area of work
- KU2.** service standards and brand image related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while working in the organization
B.TechnicalKnowledge
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining theseConditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** products, materials and tools used for mehendi application and their correct use
- KU6.** importance of right consistency of mehendi mixture
- KU7.** contra indications and contra actions for mehendi application
- KU8.** procedure to prepare and store mehendi
- KU9.** method of preparation of the cone
- KU10.** skin sensitivity test, its importance and procedure
- KU11.** simple design elements used in mehendi design
- KU12.** risks of using sub-standard products
- KU13.** various parts of the body commonly used for mehendi application
- KU14.** factors impacting customer comfort and satisfaction while undergoing the process of mehendi application
- KU15.** factors impacting resultant colour of the applied mehendi
- KU16.** importance of aftercare procedures and considerations for mehendi services
- KU17.** customer service principles including privacy and protection to modesty of
- KU18.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU19.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status Oral Communication (Listening and Speaking skills)
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be
- GS17.** speak or communicate with reasonable ease in structured situations and short
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on Plan and Organize

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- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients Customer Centricity
- 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
- 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.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS45.** identify problems that hinder achievement or increase risks
- 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

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- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for mehendi application</i>	15.5	41.5	-	-
1. adhere to the health and safety standards laid out by the manufacturer and organization	0.5	2.5	-	-
2. use mehendi procured from authorised sources only	1	3	-	-
3. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1.5	2.5	-	-
4. adjust the clients position to meet the needs of the service without causing them discomfort	1	3	-	-
5. sanitize the hands prior to service commencement using a hand sanitiser	0.5	2.5	-	-
6. prepare the client and provide suitable protective apparel	1.5	4.5	-	-
7. use suitable consultation techniques to identify design objectives	2	3	-	-
8. select and use products, tools and equipment to suit design objectives	0.5	3.5	-	-
9. perform pre- preparation of mehndi/henna for the cone	1	5	-	-
10. perform preparation of the cone and ensure a suitable tip size	2	4	-	-
11. prepare the mehendi to appropriate consistency and recipe for application technique	2	4	-	-
12. carry out a skin sensitivity test suitably to test for contra action	2	4	-	-
<i>Apply simple mehendi design</i>	5	16	-	-
13. apply mehendi design using simple elements and correct procedures on hands, wrists and feet	1.5	3.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. complete the application to the satisfaction of the customer in a commercially acceptable time	1	4	-	-
15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	2	-	-
16. check the clients comfort and wellbeing throughout the service and adapt	0.5	2.5	-	-
17. discontinue service, and do not provide advice and recommendations where contra-actions occur	1	2	-	-
18. ensure the work area is kept clean and tidy during the service Carry out post-procedure actions	-	2	-	-
<i>Carry out post-procedure actions</i>	7.5	14.5	-	-
19. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
20. record details of the procedure accurately as per organisational policy and approved practice	2	2	-	-
21. store information securely in line with the salons policies	1	2	-	-
22. provide specific after-process advice to the client for colour fastening and contra actions	1	3	-	-
23. ask questions to check with the client their satisfaction with the finished result	2	2	-	-
24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	3	-	-
NOS Total	28	72	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0127
NOS Name	Carry out application of simple mehndi designs
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
BWS/N0401.Provide manicure and pedicure services	20	80	-	-	100	10
BWS/N0125.Perform simple makeup services	22	78	-	-	100	15
BWS/N0102.Carry out basic hair removal services	26	74	-	-	100	20
BWS/N0101.Provide basic skin care services	28	72	-	-	100	20
BWS/N0126.Provide simple hair dressing services to produce common hair dos	25	75	-	-	100	10
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	5
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	5
BWS/N9001.Prepare and maintain work area	30	70	-	-	100	5
Total	240	610	0	0	850	100

Optional: 1 Carry out application of simple mehndi designs

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0127.Carry out application of simple mehndi designs	28	72	-	-	100	10
Total	28	72	-	-	100	10

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Acronyms

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

Qualification Pack

Glossary

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

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