

Qualification Pack



Cosmetologist

Carry out application of simple mehndi designs

QP Code: BWS/Q0107

Version: 2.0

NSQF Level: 4

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba
Gandhi Marg, Connaught Place
New Delhi-110001 || email:sohini.guha@bwssc.in

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BWS/Q0107: Cosmetologist

Brief Job Description

A cosmetologist is a professionally trained individual who is an expert in a wide range of services for beauty, hair, nails and makeup.

Personal Attributes

The person is a multitasker and provides services like facials, hair dressing & styling, make-up applications, manicure, pedicure and nail art with sound knowledge on health, safety and hygiene to be followed at work place and various other salon administrative services. A cosmetologist either works as a freelancer or in a salon.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N9005: Consult and advise client](#)
2. [BWS/N9002: Maintain health and safety of workplace](#)
3. [BWS/N9003: Create a positive impression at the workplace](#)
4. [BWS/N9001: Prepare and maintain work area](#)
5. [BWS/N0207: Cut hair](#)
6. [BWS/N0205: Perform blow drying of hair](#)
7. [BWS/N0206: Perform Indian head massage and hair spa services](#)
8. [BWS/N0202: Shampoo, condition the hair and scalp](#)
9. [BWS/N0209: Colour and lighten hair](#)
10. [BWS/N0401: Provide manicure and pedicure services](#)
11. [BWS/N0104: Perform skincare services](#)
12. [BWS/N0106: Perform makeup services](#)
13. [BWS/N0105: Perform hair removal services](#)
14. [BWS/N0301: Perform bridal makeup services](#)
15. [BWS/N0303: Apply air-brush makeup](#)

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16. [BWS/N0404: Perform nail art application](#)
17. [BWS/N4002: Provide sales and customer services to customers for hair, beauty and wellness product and service sales](#)
18. [BWS/N0208: Perform hair styling and dressing](#)
19. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option : Carry out application of simple mehndi designs

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

Qualification Pack (QP) Parameters

| | |
|---|--|
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services, Haircare Services, Make-up Services, Nailcare Services |
| Country | India |
| NSQF Level | 4 |
| Credits | 29 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5142.0100 |
| Minimum Educational Qualification & Experience | 10th grade pass and pursuing continuous schooling OR 10th grade pass plus 1-year NTC/ NAC OR Previous relevant Qualification of NSQF Level (3) with minimum education as 5th Grade pass and 2 years of relevant experience) OR 10th grade pass (with 2 years of relevant experience) |
| Minimum Level of Education for Training in School | Not Applicable |
| Pre-Requisite License or Training | NA |

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| | |
|------------------------------|--------------------------------|
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 24/02/2025 |
| NSQC Approval Date | 24/02/2022 |
| Version | 2.0 |
| Reference code on NQR | QM-04-BW-00443-2023-V1.1-BWSSC |
| NQR Version | 1 |

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BWS/N9005: Consult and advise client

Description

Address client needs through consultation and advise on the range of treatments and therapies.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Consult and advise client

Elements and Performance Criteria

Consult and advise clients

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

1. adhere to the health and safety standards laid out by the organization
2. identify the client needs for services and products taking into account factors that may limit or affect the choice
3. analyse the treatment/ activity area, visually and carry out necessary tests
4. consult the client by questioning to identify contra-indications to products/ services and provide recommendations for treatments/ services that are suitable to the client
5. define a suitable treatment/ plan to meet the clients needs
6. confirm to the client the pricing and duration of service and products and address client queries
7. communicate effectively with the client to maintain client's goodwill trust
8. clarify the client's understanding and expectation prior to commencement of treatment
9. provide after care advice and recommendations to the client
10. record the client and treatment details accurately and store information securely in line with the organizations policies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the health and safety requirements in the organization
- KU4.** basic ailments, contraindications, contra actions, treatment plans
- KU5.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU6.** anatomy, physiology and pathology for treatments/ services
- KU7.** principles and practice of services

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- KU8.** basic ailments, contraindications, contra actions, treatment/ service plans
- KU9.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU10.** the structure, function, characteristics of body types and position of the muscles

Generic Skills (GS)

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

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

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Consult and advise clients</i> | 19 | 81 | - | - |
| 1. adhere to the health and safety standards laid out by the organization | 1 | 5 | - | - |
| 2. identify the client needs for services and products taking into account factors that may limit or affect the choice | 2 | 10 | - | - |
| 3. analyse the treatment/ activity area, visually and carry out necessary tests | 2 | 8 | - | - |
| 4. consult the client by questioning to identify contra-indications to products/ services and provide recommendations for treatments/ services that are suitable to the client | 2 | 10 | - | - |
| 5. define a suitable treatment/ plan to meet the clients needs | 2 | 8 | - | - |
| 6. confirm to the client the pricing and duration of service and products and address client queries | 2 | 8 | - | - |
| 7. communicate effectively with the client to maintain client's goodwill trust | 2 | 8 | - | - |
| 8. clarify the client's understanding and expectation prior to commencement of treatment | 2 | 8 | - | - |
| 9. provide after care advice and recommendations to the client | 2 | 8 | - | - |
| 10. record the client and treatment details accurately and store information securely in line with the organizations policies | 2 | 8 | - | - |
| NOS Total | 19 | 81 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------|
| NOS Code | BWS/N9005 |
| NOS Name | Consult and advise client |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N9002: Maintain health and safety of workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain health and safety at the workplace

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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

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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 of workplace |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQF Clearance Date | 24/02/2022 |

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BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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



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

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Assessment Criteria

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

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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 | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

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BWS/N9001: Prepare and maintain work area

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare and maintain work area

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

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

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Assessment Criteria

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

Qualification Pack

| 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 | - | - |

Qualification Pack

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 | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0207: Cut hair

Description

Perform haircuts 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. Prepare self and client
 2. Carry out haircuts

Elements and Performance Criteria

Prepare self and client

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service
3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required
Yourself: Sanitize the hands prior to service commencement
Client: Provide suitable protective apparel, remove jewellery, etc.
Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors
5. ensure a guardian/parent is present for minors under age 14
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
7. select styling products, tools and equipment based on the results of client consultation and hair analysis

Carry out haircuts

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

8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting
9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results
10. select the technique or procedure most suitable to the clients hair and to achieve the desired look
11. follow established guidelines related to the selected procedure to accurately achieve the required look
12. select the correct cutting tool to achieve the desired look

Qualification Pack

13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting
14. perform various cutting techniques and texturising technique while carrying out the service
Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning
15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly
16. ensure the work area is kept clean and tidy during the service
17. use work methods to minimise wastage
18. 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
19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
20. promptly refer problems that cannot be solved to the relevant superior for action
21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
22. record details of the procedure accurately as per organisation policy and procedures
23. store information securely in line with the salons 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 service
- 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.** cross infection, cross infestation - their causes and precautions for prevention
- KU6.** contact dermatitis, its causes and precautions for prevention
- KU7.** difference between disinfecting and sterilising
- KU8.** policy and procedures for servicing minor (age under 14) customers
- KU9.**
 - classification of hair
 - Classification: Straight, wavy, curly, very curly

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- KU10.** • structure of the hair and basic principles of hair growth
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland; Shaft: Medulla, cortex, cuticle
 - Hair growth: Anagen, catagen, telogen
- KU11.** hair and scalp conditions and causes
- KU12.** • various cutting tools
 - Tools: Scissors, razors, thinning scissors, clippers, combs
- KU13.** various sectioning techniques
- KU14.** • hair cutting and analysis techniques, equipment and hair styles
 - Hair Styles: one length, uniform, graduation, increased layers
- KU15.** cutting angles when cutting and its effects
- KU16.** hair distribution when cutting and its effects
- KU17.** range and suitability of styling products, tools and equipment and the effects achieved
- KU18.** range and application of finishing products
- KU19.** physical effects of styling on hair structure
- KU20.** different factors that must be taken into consideration prior to and during cutting (Factors: Face shape, hair type, preferred look, wet cutting/dry cutting, texture, growth pattern, etc.)
- KU21.** types of products available for achieving final look (Products: Gel, mousse, spray, oil, creams)
- KU22.** sources of creative information and inspiration (Sources: Magazines, models, etc.)
- KU23.** considerations for cutting hair when wet
- KU24.** techniques for cutting dry hair
- KU25.** methods to use all the cutting techniques in the range (Range of techniques: Scissors over comb, clipper over comb, club cutting, thinning, razoring, texturizing, etc.)
- KU26.** importance of tension when cutting
- KU27.** customer service principles including privacy and protection to modesty of the customers
- KU28.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU29.** contra indications for hair cutting and respective necessary actions
- KU30.** contra-actions and respective subsequent actions
- KU31.** importance of using products economically and storing products correctly to minimize wastage

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs

Qualification Pack

- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- 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

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare self and client</i> | 6 | 17 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 2 | - | - |
| 2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service | 1 | 2 | - | - |
| 3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc. | 1 | 2 | - | - |
| 4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors | 1 | 3 | - | - |
| 5. ensure a guardian/parent is present for minors under age 14 | - | 2 | - | - |
| 6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service | 1 | 3 | - | - |
| 7. select styling products, tools and equipment based on the results of client consultation and hair analysis | 1 | 3 | - | - |
| <i>Carry out haircuts</i> | 21 | 56 | - | - |
| 8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting | 2 | 3 | - | - |
| 9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results | 1 | 3 | - | - |
| 10. select the technique or procedure most suitable to the clients hair and to achieve the desired look | 1.5 | 3.5 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 11. follow established guidelines related to the selected procedure to accurately achieve the required look | 2 | 3 | - | - |
| 12. select the correct cutting tool to achieve the desired look | 0.5 | 3.5 | - | - |
| 13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting | 1 | 4 | - | - |
| 14. perform various cutting techniques and texturising technique while carrying out the service Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning | 1.5 | 3.5 | - | - |
| 15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly | 1 | 3 | - | - |
| 16. ensure the work area is kept clean and tidy during the service | - | 2 | - | - |
| 17. use work methods to minimise wastage | 1 | 3 | - | - |
| 18. 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 | 2 | - | - |
| 19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 1 | 4 | - | - |
| 20. promptly refer problems that cannot be solved to the relevant superior for action | 1 | 3 | - | - |
| 21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards | 1.5 | 3.5 | - | - |
| 22. record details of the procedure accurately as per organisation policy and procedures | 1 | 1 | - | - |
| 23. store information securely in line with the salons policies | 1 | 2 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 | 3 | - | - |
| 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 | 27 | 73 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-------------------|
| NOS Code | BWS/N0207 |
| NOS Name | Cut hair |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0205: Perform blow drying of hair

Description

Use hair dryer to blow dry hair.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Use a hair dryer to blow dry hair

Elements and Performance Criteria

Use a hair dryer to blow dry hair

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout treatment to ensure comfort and wellbeing throughout the service
3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors
4. ensure a guardian/parent is present for minors under age 14
5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair
7. perform various blow drying techniques to achieve the desired look
Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening
8. blow dry hair to achieve volume, straightening and movement
9.
 - follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look
 - Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc.
10. 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
11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
12. ensure the work area is kept clean and tidy during the service
13. dispose waste materials as per organisational standards in a safe and hygienic manner
14. use work methods to minimise wastage
15. record details of the procedure accurately as per organisational policy and approved practice

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16. store information securely in line with the salons policies
17. ask questions to check with the client their satisfaction with the finished result
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
19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge

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.** applicable legislation relating to the workplace legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, handling, storage, disposal of products, cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU5.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU6.** importance of clarifying and following instructions from the client
- KU7.** factor impacting clients comfort throughout the drying process and importance of checking the same regularly with the client
- KU8.** basic anatomical structure of the hair and principles of hair growth
- KU9.** structure of the hair and basic principles of hair growth Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU10.** classification of hair Classification: Straight, wavy, curly, very curly
- KU11.** explain how their hair characteristics may impact on the hairdressing services
- KU12.**
 - blow-drying tools and equipment
 - Tools: Hand held dryer and attachments, different size and types of brushes, various combs, section clips
- KU13.** blow drying technique and products
- KU14.** foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation
- KU15.** correct application of blow drying Correct application: Direction, duration, distance from scalp, frequency, etc.
- KU16.** importance of direction of air flow when drying for achieving desired look
- KU17.** effect of incorrect application of heat on the hair and scalp Effects: Split ends, damaged follicles, headache, burning sensation, etc.
- KU18.** method of managing and controlling hair sections during the drying process
- KU19.** importance of cooling hair prior to finishing

Qualification Pack

- KU20.** blow drying products Products: Blow styling aids, dressing aids, setting aids, protectors, curl enhancers
- KU21.** effect of the humidity and drying process on the hair
- KU22.** cross infection, cross infestation - their causes and precautions for prevention
- KU23.** contact dermatitis, its causes and precautions for prevention
- KU24.** difference between disinfecting and sterilising
- KU25.** importance of using products economically and storing products correctly to minimize wastage
- KU26.** customer service principles including privacy and protection to modesty of the customers
- KU27.** policy and procedure to serve minors and importance of following the same
- KU28.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU29.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

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- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems

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- 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>Use a hair dryer to blow dry hair</i> | 27 | 73 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 3 | - | - |
| 2. position self and client throughout treatment to ensure comfort and wellbeing throughout the service | 1 | 4 | - | - |
| 3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors | 2 | 3 | - | - |
| 4. ensure a guardian/parent is present for minors under age 14 | 0.5 | 3.5 | - | - |
| 5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 3 | 5 | - | - |
| 6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair | 1 | 5 | - | - |
| 7. perform various blow drying techniques to achieve the desired look Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening | 2 | 6 | - | - |
| 8. blow dry hair to achieve volume, straightening and movement | 2 | 4 | - | - |
| 9. <ul style="list-style-type: none"> follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc. | 1 | 5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 10. 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 | 1.5 | 4.5 | - | - |
| 11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 2 | 4 | - | - |
| 12. ensure the work area is kept clean and tidy during the service | - | 4 | - | - |
| 13. dispose waste materials as per organisational standards in a safe and hygienic manner | 0.5 | 3.5 | - | - |
| 14. use work methods to minimise wastage | 1.5 | 3.5 | - | - |
| 15. record details of the procedure accurately as per organisational policy and approved practice | 2 | 2 | - | - |
| 16. store information securely in line with the salons policies | 1 | 3 | - | - |
| 17. ask questions to check with the client their satisfaction with the finished result | 1.5 | 3.5 | - | - |
| 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 | 1.5 | 3.5 | - | - |
| 19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge | 2 | 3 | - | - |
| NOS Total | 27 | 73 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------|
| NOS Code | BWS/N0205 |
| NOS Name | Perform blow drying of hair |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0206: Perform Indian head massage and hair spa services

Description

Perform hair spa and scalp massage and using a range of products and massage techniques.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Prepare self and client
 2. Perform scalp massage and hair spa services

Elements and Performance Criteria

Prepare self and client

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout treatment to ensure privacy, comfort and safety
3.
 - prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required
 - Yourself: Sanitize the hands prior to service commencement
 - Client: Provide suitable protective apparel, remove jewellery, etc.
 - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc
4. ensure a guardian/parent is present for minors under age 14
5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors
6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
7. identify contra-indications if any that restrict the services or products sought by the customer
8. explain politely to the customer why service is denied or modified in case done so for contra-indications
9. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan
10. perform a pre-shampoo or other preliminary procedures in accordance with the required service

Perform Indian head massage and hair spa services

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

11. select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel
12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort

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14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
17. promptly refer problems that cannot be solved to the relevant superior for action
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards
19. record details of the service accurately as per organisational policy and procedures
20. store information securely in line with the salons policies
21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
22. minimize the wastage of products and store chemicals and equipment securely post service
23. dispose all waste safely according to the salons standards of hygiene and safety
24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, their causes and contra-indications to Indian head massage
- KU6.**
 - hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland;
 - Shaft: Medulla, cortex, cuticle
- KU7.** position and principles of marma pressure points
- KU8.** position and principles of seven primary chakras
- KU9.** hair and scalp conditions, causes and contra-indications to head/scalp massage
- KU10.** policy and procedures for servicing minor (age under 14) customers
- KU11.** massage mediums and scalp/hair service concentrates
- KU12.** hair spa and massage techniques and equipment
- KU13.** massage techniques, equipment, massage mediums
- KU14.** consequences of using incorrect products
- KU15.** contra-indications that may affect service plan and respective necessary actions
- KU16.** contra-actions that may occur during service and necessary relevant actions

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- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention
- KU19.** difference between disinfecting and sterilising
- KU20.** importance of using products economically and storing products correctly to minimize wastage
- KU21.** customer service principles including privacy and protection to modesty of the customers
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU23.** factors that affect head/scalp massage (Factors: Scalp condition, hair condition, hair length, hair density, special conditions)

Generic Skills (GS)

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

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

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- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling 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

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- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare self and client</i> | 11.5 | 30.5 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 2 | - | - |
| 2. position self and client throughout treatment to ensure privacy, comfort and safety | 1 | 2 | - | - |
| 3. <ul style="list-style-type: none"> prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc | 1 | 3 | - | - |
| 4. ensure a guardian/parent is present for minors under age 14 | 0.5 | 2.5 | - | - |
| 5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors | 2 | 3 | - | - |
| 6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service | 2 | 3 | - | - |
| 7. identify contra-indications if any that restrict the services or products sought by the customer | 1 | 3 | - | - |
| 8. explain politely to the customer why service is denied or modified in case done so for contra-indications | 1 | 4 | - | - |
| 9. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan | 1 | 4 | - | - |
| 10. perform a pre-shampoo or other preliminary procedures in accordance with the required service | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform Indian head massage and hair spa services</i> | 15.5 | 42.5 | - | - |
| 11. select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel | 1 | 4 | - | - |
| 12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction | 1 | 4 | - | - |
| 13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort | 1.5 | 3.5 | - | - |
| 14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type | 1.5 | 3.5 | - | - |
| 15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 1 | 4 | - | - |
| 16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client | 1 | 3 | - | - |
| 17. promptly refer problems that cannot be solved to the relevant superior for action | 2 | 3 | - | - |
| 18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 1 | 3 | - | - |
| 19. record details of the service accurately as per organisational policy and procedures | 2 | 2 | - | - |
| 20. store information securely in line with the salons policies | 1 | 2 | - | - |
| 21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | 1.5 | 2.5 | - | - |
| 22. minimize the wastage of products and store chemicals and equipment securely post service | - | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 23. dispose all waste safety according to the salons standards of hygiene and safety | - | 2 | - | - |
| 24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc | 1 | 3 | - | - |
| NOS Total | 27 | 73 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N0206 |
| NOS Name | Perform Indian head massage and hair spa services |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0202: Shampoo, condition the hair and scalp

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare self and client

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

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

Shampoo, condition the hair

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------------|
| NOS Code | BWS/N0202 |
| NOS Name | Shampoo, condition the hair and scalp |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQF Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0209: Colour and lighten hair

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting

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

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

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15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
17. record details of the procedure accurately as per organisation standards
18. store information securely in line with the salons policies
19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client
20. ensure the work area is kept clean and tidy during the service
21. use work methods to minimise wastage
22. dispose waste materials as per organisational standards in a safe and hygienic manner
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.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** hair examination and principles of colouring
- KU8.** international colour chart
- KU9.** permanent, semi-permanent and temporary colors
- KU10.** natural base, undercoats, numbering system
- KU11.** colour application principles and procedures principles and procedures: global colouring, gray coverage, re-growth, highlighting, lowlighting and colour correction
- KU12.** types of colouring products and their effect on hair structure
- KU13.**
 - colouring techniques, colouring products, bleaching products, conditioners and post-colour procedures
 - Techniques: hair highlighting, basic foil highlighting, streaking cap, frosting, blocking/ paneling, ombre, balayage
- KU14.** tools and equipment used for colouring
- KU15.** restoring the hair to its natural pH using conditioner
- KU16.** cross infection, cross infestation - their causes and precautions for prevention

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- KU17.** contact dermatitis, its causes and precautions for prevention
- KU18.** difference between disinfecting and sterilising
- KU19.** importance of using products economically and storing products correctly to minimize wastage
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs 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 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

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- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting</i> | 27 | 73 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 3 | - | - |
| 2. consult the client by questioning to identify contra-indications to hair color products | 1.5 | 3.5 | - | - |
| 3. prepare yourself, the client and work area for hair colouring and lightening services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc. | 1 | 4 | - | - |
| 4. position self and client to ensure privacy, comfort and safety, throughout the service | 1.5 | 3.5 | - | - |
| 5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely | 1.5 | 3.5 | - | - |
| 6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service | 1 | 3 | - | - |
| 7. mix the colours accurately as per manufacturer instructions | 1 | 4 | - | - |
| 8. • apply colours in sections neatly, taking into account various influencing factors • Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc. | 1 | 4 | - | - |
| 9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action | 1 | 4 | - | - |
| 10. apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 11. monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development | 2 | 3 | - | - |
| 12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products | 1 | 4 | - | - |
| 13. apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions | 1.5 | 3.5 | - | - |
| 14. work minimising wastage of products | - | 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 | 2 | 3 | - | - |
| 16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards | 2 | 3 | - | - |
| 17. record details of the procedure accurately as per organisation standards | 1 | 2 | - | - |
| 18. store information securely in line with the salons policies | 1 | 3 | - | - |
| 19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client | 1 | 4 | - | - |
| 20. ensure the work area is kept clean and tidy during the service | 0.5 | 2.5 | - | - |
| 21. use work methods to minimise wastage | 0.5 | 1.5 | - | - |
| 22. dispose waste materials as per organisational standards in a safe and hygienic manner | 1 | 2 | - | - |
| 23. ask questions to check with the client their satisfaction with the finished result | 1 | 1 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 | 2 | - | - |
| NOS Total | 27 | 73 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-------------------------|
| NOS Code | BWS/N0209 |
| NOS Name | Colour and lighten hair |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>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 | - | - |

Qualification Pack

| 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 | - | - |

Qualification Pack

| 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 | - | - |

Qualification Pack

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 | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0104: Perform skincare services

Description

Provide facial skin care services to enhance facial skin condition.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Perform skin care services including
 - a. exfoliation
 - b. skin warming
 - c. comedone extraction
 - d. facial massage
 - e. mask applications
 - f. moisturising

Elements and Performance Criteria

Perform skincare 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 salon
2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service
3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
4.
 - carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon
 - Facials: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin
5. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any
6.
 - clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques
 - Deep cleansing techniques: eg. gel, oil, cream, pore strips, masks, steam, vacuum suction, etc.
7.
 - use an exfoliation technique suitable for the client's skin type and skin condition
 - Skin type: Oily, dry, normal, combination, sensitive
 - Exfoliation techniques: Mechanical, chemical; clay exfoliants, biochemical skin peels, masks, enzymes, retinol, hydroxyl acids, pore grains
8.
 - use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition
 - Skin warming techniques: warm towel, steam, etc.
9.
 - provide facial massage using a medium and techniques suitable for the clients skin type and condition
 - Medium: Oil, cream
 - Techniques: Effleurage, petrissage, tapotement

Qualification Pack

10. apply masks evenly and neatly, covering the area to be treated completely
11. remove masks as per the recommended time frame mentioned in manufacturers instructions or organisational standards
12. carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized
13. complete the therapy to the satisfaction of the client in a commercially acceptable time
14. 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
15. record details of the therapy accurately as per organisation policy and procedures
16. store information securely in line with the salons policies
17. provide specific after-procedure, homecare advice and recommendations form product use and further services to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these (Conditions: Air, light, space, temperature, sound, cleanliness, etc.)
- KU5.** anatomical structure, function, characteristics of 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)
- KU6.** differences in the structure of the skin for different client groups
- KU7.** principles and practice of skin procedures relevant to beauty services
- KU8.** contra-indications and respective necessary actions
- KU9.** contra-actions and respective necessary subsequent actions
- KU10.** applicable legislation relating to the workplace (Legislation for workplace: eg. health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU11.** characteristics of skin types and skin conditions
- KU12.** position and action of the facial, neck and shoulder muscles
- KU13.** position of head, face, neck, chest and shoulder girdle bones and skeletal function
- KU14.** circulatory system, functions of blood, arteries, veins, blood composition and circulation and lymphatic system.
- KU15.** effect of the natural ageing process on the skin and muscle tone
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

Qualification Pack

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

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

Qualification Pack

- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers

Qualification Pack

- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform skincare services</i> | 26 | 74 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 4 | - | - |
| 2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service | 1 | 5 | - | - |
| 3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client | 2 | 6 | - | - |
| 4. <ul style="list-style-type: none"> carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon Facials: skin lightening, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin | 2 | 5 | - | - |
| 5. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any | 2 | 4 | - | - |
| 6. <ul style="list-style-type: none"> clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques Deep cleansing techniques: eg. gel, oil, cream, pore strips, masks, steam, vacuum suction, etc. | 1 | 5 | - | - |
| 7. <ul style="list-style-type: none"> use an exfoliation technique suitable for the client's skin type and skin condition Skin type: Oily, dry, normal, combination, sensitive Exfoliation techniques: Mechanical, chemical; clay exfoliants, biochemical skin peels, masks, enzymes, retinol, hydroxyl acids, pore grains | 2 | 5 | - | - |
| 8. <ul style="list-style-type: none"> use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition Skin warming techniques: warm towel, steam, etc. | 1.5 | 4.5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 9. <ul style="list-style-type: none"> provide facial massage using a medium and techniques suitable for the clients skin type and condition Medium: Oil, cream Techniques: Effleurage, petrissage, tapotement | 2 | 5 | - | - |
| 10. apply masks evenly and neatly, covering the area to be treated completely | 1 | 5 | - | - |
| 11. remove masks as per the recommended time frame mentioned in manufacturers instructions or organisational standards | 1 | 4 | - | - |
| 12. carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized | 2 | 5 | - | - |
| 13. complete the therapy to the satisfaction of the client in a commercially acceptable time | 1 | 4 | - | - |
| 14. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 1 | 4 | - | - |
| 15. record details of the therapy accurately as per organisation policy and procedures | 2.5 | 2.5 | - | - |
| 16. store information securely in line with the salons policies | 2 | 3 | - | - |
| 17. provide specific after-procedure, homecare advice and recommendations form product use and further services to the client | 1 | 3 | - | - |
| NOS Total | 26 | 74 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------|
| NOS Code | BWS/N0104 |
| NOS Name | Perform skincare services |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0106: Perform makeup services

Description

Provide make-up for a variety of occasions, including day, evening and special 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. Apply make-up for day, evening and special occasions

Elements and Performance Criteria

Apply make-up for day, evening and special occasions

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and organization
- PC2.** ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any
- PC3.** sanitize the hands prior to treatment commencement
- PC4.** prepare the client and provide suitable protective apparel
- PC5.** position self and client throughout procedure to ensure privacy, comfort and wellbeing
- PC6.** define a suitable treatment plan to meet the clients needs
- PC7.** select and prepare suitable skin care and make up products to meet the clients needs and work plan
- PC8.** clarify the client's understanding and expectation prior to commencement of procedure
- PC9.** 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
- PC10.** conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures
- PC11.** select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards
- PC12.** adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
- PC13.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC14.** 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
- PC15.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC16.** ensure the work area is kept clean and tidy during the service

Qualification Pack

- PC17.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC18.** record details of the procedure accurately as per organisational policy and approved practice
- PC19.** store information securely in line with the salons policies
- PC20.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- PC21.** ask questions to check with the client their satisfaction with the finished result
- PC22.** 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 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 functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU6.** colour wheel and how to use it
- KU7.** hue, tints and other colour aspects relevant to make up
- KU8.** highlighting and contouring with respect to make
- KU9.** use and maintenance of brushes and tools used in make up
- KU10.** range and use of product available for facial beauty service procedures suitable for different skin types and conditions Products: Eye makeup remover, cleansers, astringent/toner, moisturizers, exfoliating products, eye creams / gel, lip balm, serums, massage mediums, masks, sun protection,
- KU11.** ageing and lifestyle effects on the skin and muscle tone
- KU12.** diseases and disorders of the skin
- KU13.** types of make-up products Types of Foundations: Cream, liquid, cake, powder foundation, concealers (foundation concealer, color corrective concealer, camouflage concealer), effect of lighting on the colour of make-up Other make up products: blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), Mascara, lip cosmetics (lip pencil, lipsticks, Lip glosses), etc.
- KU14.** corrective make-up technique to suit the face shape
- KU15.** nose, eye, lip corrective make-up techniques
- KU16.** removal of eye make-up and skin make-up (cleanse, tone, and moisturize)
- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention

Qualification Pack

- KU19.** difference between disinfecting and sterilising
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Apply make-up for day, evening and special occasions</i> | 24 | 76 | - | - |
| PC1. adhere to the health and safety standards laid out by the manufacturer and organization | 1 | 2 | - | - |
| PC2. ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any | 1 | 2 | - | - |
| PC3. sanitize the hands prior to treatment commencement | - | 3 | - | - |
| PC4. prepare the client and provide suitable protective apparel | 0.5 | 3.5 | - | - |
| PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing | 1 | 4 | - | - |
| PC6. define a suitable treatment plan to meet the clients needs | 2 | 4 | - | - |
| PC7. select and prepare suitable skin care and make up products to meet the clients needs and work plan | 1 | 4 | - | - |
| PC8. clarify the client's understanding and expectation prior to commencement of procedure | 1.5 | 3.5 | - | - |
| PC9. 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 | 4 | - | - |
| PC10. conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures | 1 | 4 | - | - |
| PC11. select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards | 1.5 | 4.5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC12. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required | 1 | 5 | - | - |
| PC13. adjust the clients position to meet the needs of the service without causing them discomfort | 0.5 | 3.5 | - | - |
| PC14. 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 | - | - |
| PC15. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 2 | 4 | - | - |
| PC16. ensure the work area is kept clean and tidy during the service | - | 3 | - | - |
| PC17. dispose waste materials as per organisational standards in a safe and hygienic manner | 0.5 | 2.5 | - | - |
| PC18. record details of the procedure accurately as per organisational policy and approved practice | 2.5 | 2.5 | - | - |
| PC19. store information securely in line with the salons policies | 2 | 3 | - | - |
| PC20. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | 1 | 4 | - | - |
| PC21. ask questions to check with the client their satisfaction with the finished result | 1 | 3 | - | - |
| PC22. 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 | 24 | 76 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-------------------------|
| NOS Code | BWS/N0106 |
| NOS Name | Perform makeup services |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0105: Perform hair removal services

Description

Consult, prepare, plan and perform various waxing techniques to remove hair in the areas of face, legs, underarm, and bikini line and provide after care advise.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Prepare self and client for service
 2. Manage the client during depilation service
 3. Perform waxing of general body & bikini wax, threading for hair removal
 4. Performing post-procedure tasks

Elements and Performance Criteria

Prepare self and client for service

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. sanitize the hands effectively prior to service commencement using a hand sanitiser
3.
 - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
 - Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.
 - Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any, including with guardians for minors
5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan Manage the client during depilation services

Manage the client during depilation services

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

6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service
7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
 - maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client
 - Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.
9. 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

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10. estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations
11. complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards

Perform waxing of general body for hair removal

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

12. conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any
13.
 - carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon
 - Tools: Wax strips, applicator, wax warmer, etc.
 - Materials: Hot wax, cold wax, cooling gel, etc.
 - 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.
14. apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions
15. apply and remove the wax according to the direction of hair growth and manufacturer's instructions

Perform bikini waxing

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

16. consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards
17. select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements
18. prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure
19. perform application and removal of waxing as per the hair growth pattern of the application area
20. ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated
21. position the client correctly for ease and effectiveness of the service and client comfort
22. apply correct techniques for application of wax to the pubic area
23. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service
24. give aftercare advice to the client as per their needs and organisational standards

Perform threading for hair removal

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

25.
 - carry out the process using the tools and materials and as per process laid down by the salon
 - Tools: Scissors, tweezers, etc.
 - Materials: Threads, cream, etc.
26. ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread
27. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service

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28. ensure the work area is kept clean and tidy during the service

Perform post-procedure tasks

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

- 29.** 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
- 30.** discontinue service, and do not provide advice and recommendations where contra-actions occur
- 31.** clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards
- 32.** record the therapy details accurately as required by the organisation policies and procedures in a timely manner
- 33.** store information securely in line with the salons policies
- 34.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- 35.** ask questions to check with the client their satisfaction with the finished result
- 36.** 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
- 37.** minimize the wastage of products by using products economically and following correct storage procedures as per manufacturers instructions
- 38.** store chemicals and equipment securely post service
- 39.** dispose all waste safely according to the salons standards of hygiene and safety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety 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.** allergies, contraindications, contra actions (Erythema) service plans and respective necessary action
- KU6.** anatomical structure, function, characteristics of skin types 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.** hair structure, growth cycle and types of hair Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU8.** circulatory system, functions of blood, arteries, veins, blood composition and circulation
- KU9.** types of equipment and products used for waxing

Qualification Pack

- KU10.** functions and purpose of pre-wax products
- KU11.** ingredients and composition of waxing products Products: Warm wax, sugar paste, strip sugar and hot wax
- KU12.** types of products suitable for skin irritations
- KU13.** correct positioning of the client to carry out the threading service
- KU14.** removal of hair by threading on areas of face and body Areas of face and body: Upper lips, sides of face, forehead and chin, forearm, abdomen
- KU15.** threading techniques Techniques: Hand loop, mouth threading, stretching
- KU16.** products, materials, tools and equipment for threading Products: Hand sanitizer, henna, surgical spirit, soothing lotion, powder or gel, Materials: Thread, cotton, towel, headband, Tools and Equipment: Trolley, brow pencil, magnifying lamp, mirror, eye brow brush and comb, mascara brush
- KU17.** procedure to be followed in case of a blood spot/ nipping/ cut Procedure: Apply pressure, clean with an antiseptic, change thread, clean with damp cotton
- KU18.** other methods of temporary hair removal and the effect of these methods on the waxing process Methods: e.g. tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts
- KU19.** cross infection, cross infestation - their causes and precautions for prevention
- KU20.** contact dermatitis, its causes and precautions for prevention
- KU21.** difference between disinfecting and sterilising
- KU22.** anatomy and physiology that relates to intimate waxing
- KU23.** contra-indications and contra-actions to sensitive area and intimate waxing services

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs 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

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- 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
- 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

Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare self and client for service</i> | 2.5 | 7.5 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 0.5 | 1.5 | - | - |
| 2. sanitize the hands effectively prior to service commencement using a hand sanitiser | - | 1 | - | - |
| 3. <ul style="list-style-type: none"> prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc. | 1 | 2 | - | - |
| 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, including with guardians for minors | 0.5 | 1.5 | - | - |
| 5. select and prepare products, tools and equipment that are suitable to meet to the clients needs and requirements of the service plan Manage the client during depilation services | 0.5 | 1.5 | - | - |
| <i>Manage the client during depilation services</i> | 4 | 12 | - | - |
| 6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service | 0.5 | 1.5 | - | - |
| 7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client | 1 | 3 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 8. <ul style="list-style-type: none"> maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc. | 0.5 | 1.5 | - | - |
| 9. 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 | 1.5 | - | - |
| 10. estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations | 0.5 | 1.5 | - | - |
| 11. complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards | 1 | 3 | - | - |
| <i>Perform waxing of general body for hair removal</i> | 3.5 | 10.5 | - | - |
| 12. conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any | 1 | 3 | - | - |
| 13. <ul style="list-style-type: none"> carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon Tools: Wax strips, applicator, wax warmer, etc. Materials: Hot wax, cold wax, cooling gel, etc. 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 | 3 | - | - |
| 14. apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions | 1 | 2 | - | - |
| 15. apply and remove the wax according to the direction of hair growth and manufacturer's instructions | 0.5 | 2.5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform bikini waxing</i> | 6 | 19 | - | - |
| 16. consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards | 1 | 3 | - | - |
| 17. select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements | 0.5 | 1.5 | - | - |
| 18. prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure | 1 | 2 | - | - |
| 19. perform application and removal of waxing as per the hair growth pattern of the application area | 0.5 | 2.5 | - | - |
| 20. ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated | 0.5 | 1.5 | - | - |
| 21. position the client correctly for ease and effectiveness of the service and client comfort | 0.5 | 2.5 | - | - |
| 22. apply correct techniques for application of wax to the pubic area | 1 | 3 | - | - |
| 23. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service | 0.5 | 1.5 | - | - |
| 24. give aftercare advice to the client as per their needs and organisational standards | 0.5 | 1.5 | - | - |
| <i>Perform threading for hair removal</i> | 1.5 | 7.5 | - | - |
| 25. <ul style="list-style-type: none"> • carry out the process using the tools and materials and as per process laid down by the salon • Tools: Scissors, tweezers, etc. • Materials: Threads, cream, etc. | 0.5 | 2.5 | - | - |
| 26. ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread | 0.5 | 1.5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 27. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service | 0.5 | 1.5 | - | - |
| 28. ensure the work area is kept clean and tidy during the service | - | 2 | - | - |
| <i>Perform post-procedure tasks</i> | 7.5 | 18.5 | - | - |
| 29. 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 | - | - |
| 30. discontinue service, and do not provide advice and recommendations where contra-actions occur | 1 | 2 | - | - |
| 31. clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards | 0.5 | 1.5 | - | - |
| 32. record the therapy details accurately as required by the organisation policies and procedures in a timely manner | 1 | 1 | - | - |
| 33. store information securely in line with the salons policies | 1 | 1 | - | - |
| 34. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | 1 | 2 | - | - |
| 35. ask questions to check with the client their satisfaction with the finished result | 0.5 | 1.5 | - | - |
| 36. 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 | 2 | - | - |
| 37. minimize the wastage of products by using products economically and following correct storage procedures as per manufacturers instructions | 0.5 | 2.5 | - | - |
| 38. store chemicals and equipment securely post service | 0.5 | 1.5 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 39. dispose all waste safety according to the salons standards of hygiene and safety | - | 1 | - | - |
| NOS Total | 25 | 75 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-------------------------------|
| NOS Code | BWS/N0105 |
| NOS Name | Perform hair removal services |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0301: Perform bridal makeup services

Description

Apply a range of make-up techniques and products to suit skin tones and age groups, on brides and the bridal troupe.

Scope

The scope covers the following :

- Applying bridal make-up on variety of skin types, skin tones and age groups

Elements and Performance Criteria

Perform bridal makeup 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 salon
2. consult the client by questioning to identify contra-indications to skin and make-up products
3. prepare the work area, materials, and equipment to meet the salon operating procedures, industry and legal requirements
4. sanitize the hands prior to treatment commencement
5. prepare the client and provide suitable protective apparel
6. position self and client throughout procedure to ensure privacy, comfort and wellbeing
7. define a suitable treatment plan to meet the clients needs
8. select and prepare suitable skin care and make up products to meet the clients needs and work plan
9. clarify the client's understanding and expectation prior to commencement of procedure
10. clean, tone and moisturize the skin to suit the clients skin type and needs
11. conceal skin imperfections and blemishes using the suitable colour corrective products where required
12. select and apply foundation using brush/ sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage
13. select and choose a corrective technique and contour by highlights and shading
14. select and apply suitable powder to set the foundation
15. apply makeup to enhance the facial features for bridal photographic shoots
16. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
17. adjust the clients position to meet the needs of the service without causing them discomfort
18. check the clients wellbeing throughout the service and giving the necessary reassurance
19. complete the procedure to the satisfaction of the client in a commercially acceptable time
20. record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the salons policies

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21. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client
22. dispose waste materials and leave the work area in a suitable condition for further treatments

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.** the structure, function, characteristics of skin
- KU5.** range and use of product available for facial treatment suitable for different skin types and conditions (Eye makeup remover, cleansers, freshener, astringent, tones, moisturizers, exfoliating products, eye creams / gel, lip balm, neck creams, serums, massage mediums, setting masks, non setting masks)
- KU6.** ageing and lifestyle effects on the skin and muscle tone
- KU7.** diseases and disorders of the skin
- KU8.** kinds of foundation (Cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, colour corrective concealer, camouflage concealer), blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), mascara (liquid, cream, extensions, block), lip cosmetics (lip pencil, lipsticks, lip glosses)
- KU9.** effect of lighting has on the colour of make-up
- KU10.** corrective make-up technique to suit the face shape
- KU11.** nose, eye, lip corrective make up techniques
- KU12.** removal of eye make-up and skin make-up (cleanse, tone, and moisturize)

Generic Skills (GS)

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

- GS1.** maintain accurate records of client, treatments, operating and closing checklists, product stock status
- GS2.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS3.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS4.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- 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

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- 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
- 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 safety legislative requirements

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Perform bridal makeup services</i> | 26 | 74 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and salon | 1 | 3 | - | - |
| 2. consult the client by questioning to identify contra-indications to skin and make-up products | 1 | 3 | - | - |
| 3. prepare the work area, materials, and equipment to meet the salon operating procedures, industry and legal requirements | 1 | 2 | - | - |
| 4. sanitize the hands prior to treatment commencement | 1 | 2 | - | - |
| 5. prepare the client and provide suitable protective apparel | 1 | 2 | - | - |
| 6. position self and client throughout procedure to ensure privacy, comfort and wellbeing | 1 | 2 | - | - |
| 7. define a suitable treatment plan to meet the clients needs | 1 | 3 | - | - |
| 8. select and prepare suitable skin care and make up products to meet the clients needs and work plan | 2 | 5 | - | - |
| 9. clarify the client's understanding and expectation prior to commencement of procedure | 1 | 3 | - | - |
| 10. clean, tone and moisturize the skin to suit the clients skin type and needs | 1 | 3 | - | - |
| 11. conceal skin imperfections and blemishes using the suitable colour corrective products where required | 2 | 5 | - | - |
| 12. select and apply foundation using brush/ sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage | 2 | 5 | - | - |
| 13. select and choose a corrective technique and contour by highlights and shading | 2 | 6 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 14. select and apply suitable powder to set the foundation | 1 | 4 | - | - |
| 15. apply makeup to enhance the facial features for bridal photographic shoots | 1 | 5 | - | - |
| 16. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 1 | 5 | - | - |
| 17. adjust the clients position to meet the needs of the service without causing them discomfort | 1 | 2 | - | - |
| 18. check the clients wellbeing throughout the service and giving the necessary reassurance | 1 | 2 | - | - |
| 19. complete the procedure to the satisfaction of the client in a commercially acceptable time | 1 | 3 | - | - |
| 20. record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the salons policies | 1 | 3 | - | - |
| 21. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client | 1 | 3 | - | - |
| 22. dispose waste materials and leave the work area in a suitable condition for further treatments | 1 | 3 | - | - |
| NOS Total | 26 | 74 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--------------------------------|
| NOS Code | BWS/N0301 |
| NOS Name | Perform bridal makeup services |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Make-up Services |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0303: Apply air-brush makeup

Description

This OS unit is about carrying out a variety of airbrush make-up designs, techniques and airbrush products.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Make-up application using airbrush technique

Elements and Performance Criteria

Apply air-brush make-up

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

1. prepare yourself, client and work area for airbrush make-up
2. use suitable consultation techniques to identify treatment objectives
3. carry out skin analysis to determine skin type and condition and check for contra-indications
4. identify the purpose for the make-up and provide clear recommendations to the client
5. select airbrush make-up products, tools and equipment to suit client treatment needs, skin type and conditions
6. use products, tools, equipment and techniques to meet the design plan and to suit client treatment needs, skin types and conditions
7. complete the airbrush make-up to the satisfaction of the client
8. record and evaluate the results of the treatment
9. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** structure and function of the skin
- KU5.** bones and muscles of the head, neck and shoulders
- KU6.** skin types and conditions (oily, dry, combination, sensitive, pigmentation, etc.)
- KU7.** contra-indications, skin diseases and disorders
- KU8.** the importance of carrying out a detailed skin analysis and relevant tests (sensitivity tests 24-48 hours prior)

Qualification Pack

- KU9.** airbrush make-up product uses and limitations, silicone based, water based, alcohol based, colour range, selection and suitability to the make-up needs
- KU10.** airbrush make-up design: contouring, 3D, tattooing, full face day make-up; make-up for bridal, fashion and photographic shoots
- KU11.** application of airbrush make-up techniques: colour fading; blending; highlighting; shading; stencilling; masking, freehand; pulsing; back bubbling; even colour washing
- KU12.** advice: longevity of the make-up; suitable make-up removal techniques; activities to avoid

Generic Skills (GS)

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

- GS1.** maintain accurate records of client, treatments, operating and closing checklists, product stock status
- GS2.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS3.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS4.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- 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 workarea, equipment and product stocks to meet the schedule
- GS19.** maintain accurate records of clients, treatments and product stocklevels
- 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

Qualification Pack

- 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
- 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 safety legislative requirements

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Apply air-brush make-up</i> | 25 | 75 | - | - |
| 1. prepare yourself, client and work area for airbrush make-up | 6 | 10 | - | - |
| 2. use suitable consultation techniques to identify treatment objectives | 3 | 9 | - | - |
| 3. carry out skin analysis to determine skin type and condition and check for contra-indications | 3 | 9 | - | - |
| 4. identify the purpose for the make-up and provide clear recommendations to the client | 1 | 3 | - | - |
| 5. select airbrush make-up products, tools and equipment to suit client treatment needs, skin type and conditions | 1 | 3 | - | - |
| 6. use products, tools, equipment and techniques to meet the design plan and to suit client treatment needs, skin types and conditions | 2 | 6 | - | - |
| 7. complete the airbrush make-up to the satisfaction of the client | 3 | 9 | - | - |
| 8. record and evaluate the results of the treatment | 3 | 13 | - | - |
| 9. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client | 3 | 13 | - | - |
| NOS Total | 25 | 75 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|------------------------|
| NOS Code | BWS/N0303 |
| NOS Name | Apply air-brush makeup |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Make-up Services |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0404: Perform nail art application

Description

To perform planning and creating individual nail art designs to suit the client and occasion

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Nail art designing and applying

Elements and Performance Criteria

Nail art designing and applying

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

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. position self and client throughout treatment to ensure comfort and wellbeing
3. sanitize the hands prior to treatment commencement
4. prepare the client and provide suitable protective apparel
5. clean the nails to ensure they are free from bacteria
6. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions
7. carry out client consultation technique to identify the treatment plan and client needs
8. ensure the client and you have understood the treatment objective and plan
9. perform cleaning of nails to ensure they are free from bacteria
10. perform applying false nails or extensions if required
11. perform nail art application by decorating nails using various methods (colored polish, gems, glitter 3D embedding, colour blending, marbling, painting and alternative tip shapes. designs painted with an airbrush, either free-hand or using a stencil)
12. promptly refer problems that cannot be solved to the relevant person
13. cleaning up and dispose the waste in the work area post-service to maintain the health and safety standard; complete the therapy to the satisfaction of the guest in a commercially acceptable time
14. provide after care advise

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

Qualification Pack

- KU4.** basic anatomy, physiology and pathology for nail treatments
- KU5.** basic contraindications, contra actions, treatment plans
- KU6.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
- KU7.** the structure, function, characteristics of skin and nail types
- KU8.** products , tools and equipment to perform nail art application
- KU9.** nails shapes and design for application
- KU10.** after care advise and products

Generic Skills (GS)

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

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

Qualification Pack

- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Nail art designing and applying</i> | 15 | 85 | - | - |
| 1. adhere to the health and safety standards laid out by the manufacturer and organization | 1 | 6 | - | - |
| 2. position self and client throughout treatment to ensure comfort and wellbeing | 1 | 6 | - | - |
| 3. sanitize the hands prior to treatment commencement | 1 | 6 | - | - |
| 4. prepare the client and provide suitable protective apparel | 1 | 6 | - | - |
| 5. clean the nails to ensure they are free from bacteria | 1 | 6 | - | - |
| 6. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions | 1 | 6 | - | - |
| 7. carry out client consultation technique to identify the treatment plan and client needs | 1 | 6 | - | - |
| 8. ensure the client and you have understood the treatment objective and plan | 1 | 6 | - | - |
| 9. perform cleaning of nails to ensure they are free from bacteria | 1 | 6 | - | - |
| 10. perform applying false nails or extensions if required | 1 | 6 | - | - |
| 11. perform nail art application by decorating nails using various methods (colored polish, gems, glitter 3D embedding, colour blending, marbling, painting and alternative tip shapes. designs painted with an airbrush, either free-hand or using a stencil) | 2 | 7 | - | - |
| 12. promptly refer problems that cannot be solved to the relevant person | 1 | 6 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 13. cleaning up and dispose the waste in the work area post-service to maintain the health and safety standard; complete the therapy to the satisfaction of the guest in a commercially acceptable time | 1 | 6 | - | - |
| 14. provide after care advise | 1 | 6 | - | - |
| NOS Total | 15 | 85 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|------------------------------|
| NOS Code | BWS/N0404 |
| NOS Name | Perform nail art application |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Nailcare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N4002: Provide sales and customer services to customers for hair, beauty and wellness product and service sales

Description

This OS unit is about provide sales and customer services to customers for product and service sales including assisting the clients/customers in finding and purchasing the required merchandise in a salon or other retail outlet and recommending them services based on needs.

Scope

The scope covers the following :

- Provide sales and customer services to customers for product sales

Elements and Performance Criteria

Provide sales and customer services to customers for product sales

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

1. greet clients when they enter the retail outlet and direct them to the relevant counter based on their needs
2. provide product information on features, usage and benefits accurately
3. provide accurate and all relevant information on current and oncoming promotions that may benefit the customer
4. provide accurate pricing information as per clients requirements, indicate any special promotional prices and/or discount schemes and loyalty benefits that may be applicable
5. locate required products for clients in the store
6. narrow down options based on client priorities where client does not have a specific demand, present a small range of alternatives based on needs
7. provide clients with samples and related services as per organisational policy
8. perform visual analysis, discuss contra indications with the client and recommend products based on suitability, preference of client, company instructions, refer to supervisor when needed
9. direct customer for skin and hair testing and analysis using analyser machines where required, as per service provision and customer preference
10. answer basic client questions as per company policy
11. pack products and process them as per organisational policy and practice, once products are purchased
12. direct customers to the cashier counter at time of purchase
13. inform customer of return and exchange policies of the organisation and as applicable to specific products

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** company policies for visual display
- KU2.** store procedures for display requirements for stock, space, position of the display and dates
- KU3.** legal or statutory requirements organisational policy on product sampling, returns and exchanges and payments
- KU4.** latest promotional schemes on various products, and informing clients about the same
- KU5.** manufacturers instructions related to products
- KU6.** common client requirements and basic mapping of the requirements with the products
- KU7.** availability of stocks
- KU8.** different brands having similar products
- KU9.** various products offered by the company, their prices, purpose and attributes
- KU10.** various hair and skin tests, their purpose and procedures
- KU11.** devices and equipment used for carrying out various hair and skin tests
- KU12.** structure of skin, hair and nail (Structure (skin): 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); (Structure (hair): 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); (Structure (nail): Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle)
- KU13.** functions of skin, hair and nail (Functions (skin): Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production); (Functions (hair): Body temperature regulation, protection, sensory); (Functions (nail): Protection)
- KU14.** types of skin, skin conditions, skin disorders and maintenance requirements
- KU15.** product categories related to various skin types, conditions, disorders and maintenance requirements
- KU16.** types of hair, hair disorders, aesthetic and maintenance requirements and related product categories
- KU17.** types of nail conditions, disorders, aesthetic and maintenance requirements and related product categories
- KU18.** features and benefits of the companys loyalty scheme
- KU19.** specific offers currently available to scheme members
- KU20.** procedure for making simple reports and maintaining an up-to-date database
- KU21.** how to manage and handle cash
- KU22.** basic inventory management
- KU23.** key ingredients of products
- KU24.** procedures and principles for handling conflicts, complaints and grievances
- KU25.** customer service principles
- KU26.** importance of keeping accurate records of product sales (inventory)

Generic Skills (GS)

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

Qualification Pack

- 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

Qualification Pack

- GS29.** get information on chain of command to be approached
- 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

Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Provide sales and customer services to customers for product sales</i> | 26 | 74 | - | - |
| 1. greet clients when they enter the retail outlet and direct them to the relevant counter based on their needs | 1 | 7 | - | - |
| 2. provide product information on features, usage and benefits accurately | 2 | 7 | - | - |
| 3. provide accurate and all relevant information on current and oncoming promotions that may benefit the customer | 3 | 8 | - | - |
| 4. provide accurate pricing information as per clients requirements, indicate any special promotional prices and/or discount schemes and loyalty benefits that may be applicable | 2 | 7 | - | - |
| 5. locate required products for clients in the store | 2 | 5 | - | - |
| 6. narrow down options based on client priorities where client does not have a specific demand, present a small range of alternatives based on needs | 2 | 5 | - | - |
| 7. provide clients with samples and related services as per organisational policy | 2 | 5 | - | - |
| 8. perform visual analysis, discuss contra indications with the client and recommend products based on suitability, preference of client, company instructions, refer to supervisor when needed | 2 | 6 | - | - |
| 9. direct customer for skin and hair testing and analysis using analyser machines where required, as per service provision and customer preference | 1 | 5 | - | - |
| 10. answer basic client questions as per company policy | 3 | 4 | - | - |
| 11. pack products and process them as per organisational policy and practice, once products are purchased | 3 | 5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 12. direct customers to the cashier counter at time of purchase | 1 | 5 | - | - |
| 13. inform customer of return and exchange policies of the organisation and as applicable to specific products | 2 | 5 | - | - |
| NOS Total | 26 | 74 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | BWS/N4002 |
| NOS Name | Provide sales and customer services to customers for hair, beauty and wellness product and service sales |
| Sector | Beauty & Wellness |
| Sub-Sector | Product and Sales |
| Occupation | Beauty Wellness Products Training, Sales Consultancy Services |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

BWS/N0208: Perform hair styling and dressing

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. Perform hair styling and dressing

Elements and Performance Criteria

Perform hair styling and dressing

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 parents or guardians for minors
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations
2. ensure a guardian/parent is present for minors under age 14
3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results
4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look
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
8. position self and client to ensure privacy, comfort and safety, throughout the service
9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
10. apply finishing product following manufacturers instructions to maintain the style
11. ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)
12. ask questions to check with the client their satisfaction with the finished result
13. 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
14. use work methods to minimise wastage
15. dispose waste materials as per organisational standards in a safe and hygienic manner
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
17. record details of the procedure accurately as per organisational policy and procedures

Qualification Pack

18. store information securely in line with the salons policies
19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - structure of the hair and basic principles of hair growth
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle
 - Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** classification of hair Classification: Straight, wavy, curly, very curly
- KU8.** contra indications for hair processes
- KU9.** planning the style according to the occasion
- KU10.** factors that influence services Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU11.** various styles of dressing hair Styles: Plait, twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, finger waves, wet/dry setting, added hair, hot rollers, up-dos, iron curls, hair accessories
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** heated styling equipment Factors: straighteners, tongs, etc.
- KU14.** range and application of finishing products
- KU15.** effects that can be achieved by curling on and off base
- KU16.** physical effects of styling on hair structure
- KU17.** current techniques for blow drying, finger drying and finishing hair
- KU18.** importance of adapting temperature of equipment to suit different hair types
- KU19.** importance of cooling hair prior to finishing
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU22.** importance of using products economically and storing products correctly to minimize wastage
- KU23.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

Qualification Pack

KU24. importance of following policy and procedures while providing service to minors

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform hair styling and dressing</i> | 27 | 73 | - | - |
| 1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors • Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations | 3 | 4 | - | - |
| 2. ensure a guardian/parent is present for minors under age 14 | 0.5 | 3.5 | - | - |
| 3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results | 1.5 | 3.5 | - | - |
| 4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look | 1 | 4 | - | - |
| 5. perform back combing /back brushing technique as required | 2 | 5 | - | - |
| 6. control and secure hair effectively into place, during dressing | 1.5 | 4.5 | - | - |
| 7. dress the hair to the satisfaction of the client | 1 | 4 | - | - |
| 8. position self and client to ensure privacy, comfort and safety, throughout the service | 1.5 | 3.5 | - | - |
| 9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client | 2 | 4 | - | - |
| 10. apply finishing product following manufacturers instructions to maintain the style | 2 | 4 | - | - |
| 11. ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.) | - | 4 | - | - |
| 12. ask questions to check with the client their satisfaction with the finished result | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 13. 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 | 4 | - | - |
| 14. use work methods to minimise wastage | 1.5 | 3.5 | - | - |
| 15. dispose waste materials as per organisational standards in a safe and hygienic manner | 0.5 | 3.5 | - | - |
| 16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | 2 | 5 | - | - |
| 17. record details of the procedure accurately as per organisational policy and procedures | 2 | 3 | - | - |
| 18. store information securely in line with the salons policies | 2 | 2 | - | - |
| 19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | 1 | 4 | - | - |
| NOS Total | 27 | 73 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------|
| NOS Code | BWS/N0208 |
| NOS Name | Perform hair styling and dressing |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Haircare Services |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

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

Financial and Legal Literacy

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

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

Essential Digital Skills

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

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

Entrepreneurship

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

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

Customer Service

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

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

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 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 | - | - |

Qualification Pack

| 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 | - | - | - | - |

Qualification Pack

| 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 | - | - |

Qualification Pack

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 |

Qualification Pack

BWS/N0127: Carry out application of simple mehendi 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

Qualification Pack

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:

Qualification Pack

- 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

Qualification Pack

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 | - | - |

Qualification Pack

| 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 mehendi designs |
| Sector | Beauty & Wellness |
| Sub-Sector | Beauty and Salons |
| Occupation | Skincare Services |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 3.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|-----------|
| BWS/N9005.Consult and advise client | 19 | 81 | - | - | 100 | 5 |
| BWS/N9002.Maintain health and safety of workplace | 33 | 67 | - | - | 100 | 5 |
| BWS/N9003.Create a positive impression at the workplace | 36 | 64 | - | - | 100 | 5 |
| BWS/N9001.Prepare and maintain work area | 30 | 70 | - | - | 100 | 5 |
| BWS/N0207.Cut hair | 27 | 73 | - | - | 100 | 5 |
| BWS/N0205.Perform blow drying of hair | 27 | 73 | - | - | 100 | 5 |
| BWS/N0206.Perform Indian head massage and hair spa services | 27 | 73 | - | - | 100 | 5 |
| BWS/N0202.Shampoo, condition the hair and scalp | 27 | 73 | - | - | 100 | 5 |
| BWS/N0209.Colour and lighten hair | 27 | 73 | - | - | 100 | 5 |
| BWS/N0401.Provide manicure and pedicure services | 20 | 80 | - | - | 100 | 5 |
| BWS/N0104.Perform skincare services | 26 | 74 | - | - | 100 | 5 |
| BWS/N0106.Perform makeup services | 24 | 76 | - | - | 100 | 5 |

Qualification Pack

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| BWS/N0105.Perform hair removal services | 25 | 75 | - | - | 100 | 5 |
| BWS/N0301.Perform bridal makeup services | 26 | 74 | - | - | 100 | 10 |
| BWS/N0303.Apply air-brush makeup | 25 | 75 | - | - | 100 | 5 |
| BWS/N0404.Perform nail art application | 15 | 85 | - | - | 100 | 5 |
| BWS/N4002.Provide sales and customer services to customers for hair, beauty and wellness product and service sales | 26 | 74 | - | - | 100 | 5 |
| BWS/N0208.Perform hair styling and dressing | 27 | 73 | - | - | 100 | 5 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 5 |
| Total | 487 | 1363 | - | - | 1850 | 100 |

Optional: 1 Carry out application of simple mehndi designs

| 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 | 5 |
| Total | 28 | 72 | - | - | 100 | 5 |

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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