

## Qualification Pack



# Senior Beauty Therapist

QP Code: BWS/Q0104

Version: 3.0

NSQF Level: 5

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## Qualification Pack

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### BWS/Q0104: Senior Beauty Therapist

#### Brief Job Description

A senior beauty therapist is a professionally trained individual who specialises in advance beauty services for both face and body. A senior beauty therapist performs various duties such as providing advance skincare services with electrical equipment, apply makeup, removal of unwanted hair, and hair styling services by maintaining health, safety and hygiene at workplace.

#### Personal Attributes

The person needs to be knowledgeable on various beauty, hair and make-up products, and a range of beauty treatments like facial electrotherapy, etc.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
2. [BWS/N9003: Create a positive impression at the workplace](#)
3. [BWS/N9001: Prepare and maintain work area](#)
4. [BWS/N9002: Maintain health and safety at the workplace](#)
5. [BWS/N9006: Manage and lead a team](#)
6. [BWS/N9005: Consult and advise clients](#)
7. [BWS/N9004: Promote and sell services and products](#)
8. [BWS/N0104: Perform skin care services](#)
9. [BWS/N0208: Perform hair styling and dressing](#)
10. [BWS/N0106: Perform makeup services](#)
11. [BWS/N0105: Perform hair removal services](#)
12. [BWS/N0107: Perform facial electrotherapy](#)

#### Qualification Pack (QP) Parameters

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<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	20
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0100
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Completed 1st year of UG (UG Certificate) OR Completed 1st year of diploma (after 12th) OR 12th pass with 1 year Vocational Education &amp; training (NTC or NAC or CITS) OR 12th Class with 2 Years of experience OR 10th Class with 4 Years of experience OR Previous relevant Qualification of NSQF Level (with minimum education as 8th Grade pass) with 3 Years of experience</p>
<b>Minimum Level of Education for Training in School</b>	12th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	31/08/2024
<b>NSQC Approval Date</b>	31/08/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2022/BW/BWSSC/06577
<b>NQR Version</b>	1

## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 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.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values – Citizenship*

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

- PC4.** 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.
- PC5.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** 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
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** 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:

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** 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:

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** 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:

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** 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:

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** 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

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- KU11.** components of salary and 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
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** 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 in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/07/2022
<b>Next Review Date</b>	28/07/2027
<b>NSQC Clearance Date</b>	28/07/2022

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Appearance and Behavior*

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

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

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

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

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

##### *Communication and Information record*

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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

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

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### Assessment Criteria

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

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

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Prepare and maintain work area*

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

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

## Qualification Pack

- 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

## Qualification Pack

- 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

## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N9002: Maintain health and safety at the workplace

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Maintain health and safety at the workplace*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

## Generic Skills (GS)

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

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

## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N9006: Manage and lead a team

#### Description

Promote products and services to address client needs through consultation and advise on the range of treatments/ services and products.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Promote and sell services and products

#### Elements and Performance Criteria

##### *Promote and sell services and products*

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 counter based on their needs
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. provide product, promotion, and pricing information as per clients requirements and address client queries
6. define a suitable treatment/ service plan to meet the clients needs
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/ service or sale of product
9. maintain a client database by inputting client profiles and updates
10. make arrangements for the clients needing a refund or replacement of their products/ equipment based on company policy
11. assist in managing the product/ equipment inventory and ordering products/ equipment based on inventory status
12. assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards
13. set up and manage the display area of the range of products/ equipment available in the organization
14. label the displayed products/ equipment clearly, accurately in alignment to the required standards
15. provide after care advice and recommendations to the client
16. record the client and treatment/ service details accurately and store information securely in line with the centers policies

## Qualification Pack

### 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.** the latest promotional schemes on various products/ equipment/ services
- KU5.** the manufacturers instructions related to products/ equipment/ services
- KU6.** the basic mapping of the requirements with the products/ equipment/ services
- KU7.** awareness of the availability of stocks
- KU8.** various products offered by the company
- KU9.** the features and benefits of the companys loyalty scheme
- KU10.** the promotions and offers currently available
- KU11.** the basic procedure for making reports and maintaining the inventory and client database
- KU12.** anatomy, physiology and pathology for treatments
- KU13.** principles and practice of therapies
- KU14.** basic ailments, contraindications, contra actions, treatment/ service plans
- KU15.** 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 protectionthe 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

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- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote and sell services and products</i>	<b>16</b>	<b>84</b>	-	-
1. greet clients when they enter the retail outlet and direct them to the counter based on their needs	1	4	-	-
2. identify the client needs for services and products taking into account factors that may limit or affect the choice	1	6	-	-
3. analyse the treatment/ activity area, visually and carry out necessary tests	1	4	-	-
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	1	4	-	-
5. provide product, promotion, and pricing information as per clients requirements and address client queries	1	4	-	-
6. define a suitable treatment/ service plan to meet the clients needs	1	4	-	-
7. communicate effectively with the client to maintain client's goodwill trust	1	6	-	-
8. clarify the client's understanding and expectation prior to commencement of treatment/ service or sale of product	1	6	-	-
9. maintain a client database by inputting client profiles and updates	1	4	-	-
10. make arrangements for the clients needing a refund or replacement of their products/ equipment based on company policy	1	6	-	-
11. assist in managing the product/ equipment inventory and ordering products/ equipment based on inventory status	1	6	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>12.</b> assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards	1	6	-	-
<b>13.</b> set up and manage the display area of the range of products/ equipment available in the organization	1	6	-	-
<b>14.</b> label the displayed products/ equipment clearly, accurately in alignment to the required standards	1	6	-	-
<b>15.</b> provide after care advice and recommendations to the client	1	6	-	-
<b>16.</b> record the client and treatment/ service details accurately and store information securely in line with the centers policies	1	6	-	-
<b>NOS Total</b>	<b>16</b>	<b>84</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9006
<b>NOS Name</b>	Manage and lead a team
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N9005: Consult and advise clients

#### 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consult and advise clients</i>	<b>19</b>	<b>81</b>	-	-
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	-	-
<b>NOS Total</b>	<b>19</b>	<b>81</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9005
<b>NOS Name</b>	Consult and advise clients
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N9004: Promote and sell services and products

#### Description

Manage the team of professionals and helpers on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity.

#### Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Manage and lead a team

#### Elements and Performance Criteria

##### *Manage and lead a team*

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

1. ensure team is aware of the schedule and job expectations on a daily basis
2. involve team in regular meetings to communicate information intended for them
3. ensure communication to team on any changes in policies/ processes by the organization through required verbal/ written mechanisms
4. ensure participation of team in various engagement initiatives organized by the organization
5. counsel and address issues among team for any work related issues
6. support the centre manager the deployment of team as per client schedule and the organizational norms and guidelines
7. ensure periodic training of the team and support the team by delivering trainings
8. share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels
9. provide feedback to the centre manager pertaining to performance appraisals of team

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** relevant HR Policies and Processes followed by the organization
- KU3.** roster norms and guidelines
- KU4.** how and when to measure performance of the team members
- KU5.** how to share feedback with team members
- 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)

## Qualification Pack

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage and lead a team</i>	<b>31</b>	<b>69</b>	-	-
1. ensure team is aware of the schedule and job expectations on a daily basis	2	8	-	-
2. involve team in regular meetings to communicate information intended for them	2	8	-	-
3. ensure communication to team on any changes in policies/ processes by the organization through required verbal/ written mechanisms	10	10	-	-
4. ensure participation of team in various engagement initiatives organized by the organization	8	2	-	-
5. counsel and address issues among team for any work related issues	2	8	-	-
6. support the centre manager the deployment of team as per client schedule and the organizational norms and guidelines	2	8	-	-
7. ensure periodic training of the team and support the team by delivering trainings	2	8	-	-
8. share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels	1	9	-	-
9. provide feedback to the centre manager pertaining to performance appraisals of team	2	8	-	-
<b>NOS Total</b>	<b>31</b>	<b>69</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N9004
<b>NOS Name</b>	Promote and sell services and products
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### BWS/N0104: Perform skin care 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>	<b>26</b>	<b>74</b>	-	-
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. • 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. • 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. • 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. • 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
<b>9.</b> <ul style="list-style-type: none"> <li>provide facial massage using a medium and techniques suitable for the clients skin type and condition</li> <li>Medium: Oil, cream</li> <li>Techniques: Effleurage, petrissage, tapotement</li> </ul>	2	5	-	-
<b>10.</b> apply masks evenly and neatly, covering the area to be treated completely	1	5	-	-
<b>11.</b> remove masks as per the recommended time frame mentioned in manufacturers instructions or organisational standards	1	4	-	-
<b>12.</b> carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized	2	5	-	-
<b>13.</b> complete the therapy to the satisfaction of the client in a commercially acceptable time	1	4	-	-
<b>14.</b> 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	-	-
<b>15.</b> record details of the therapy accurately as per organisation policy and procedures	2.5	2.5	-	-
<b>16.</b> store information securely in line with the salons policies	2	3	-	-
<b>17.</b> provide specific after-procedure, homecare advice and recommendations form product use and further services to the client	1	3	-	-
<b>NOS Total</b>	<b>26</b>	<b>74</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0104
<b>NOS Name</b>	Perform skin care services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	19/07/2023
<b>NSQC Clearance Date</b>	19/01/2023

## 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 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

## 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>	<b>27</b>	<b>73</b>	-	-
<b>1.</b> <ul style="list-style-type: none"> <li>use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors</li> <li>Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations</li> </ul>	3	4	-	-
<b>2.</b> ensure a guardian/parent is present for minors under age 14	0.5	3.5	-	-
<b>3.</b> 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	-	-
<b>4.</b> select the most suitable drying, setting, styling and finishing techniques to achieve the desired look	1	4	-	-
<b>5.</b> perform back combing /back brushing technique as required	2	5	-	-
<b>6.</b> control and secure hair effectively into place, during dressing	1.5	4.5	-	-
<b>7.</b> dress the hair to the satisfaction of the client	1	4	-	-
<b>8.</b> position self and client to ensure privacy, comfort and safety, throughout the service	1.5	3.5	-	-
<b>9.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	4	-	-
<b>10.</b> apply finishing product following manufacturers instructions to maintain the style	2	4	-	-
<b>11.</b> ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)	-	4	-	-
<b>12.</b> 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	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0208
<b>NOS Name</b>	Perform hair styling and dressing
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Haircare Services
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	19/07/2023
<b>NSQC Clearance Date</b>	19/01/2023

## 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

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- 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

## Qualification Pack

- 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

## Qualification Pack

- 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>	<b>24</b>	<b>76</b>	-	-
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	-
<b>PC2.</b> ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any	1	2	-	-
<b>PC3.</b> sanitize the hands prior to treatment commencement	-	3	-	-
<b>PC4.</b> prepare the client and provide suitable protective apparel	0.5	3.5	-	-
<b>PC5.</b> position self and client throughout procedure to ensure privacy, comfort and wellbeing	1	4	-	-
<b>PC6.</b> define a suitable treatment plan to meet the clients needs	2	4	-	-
<b>PC7.</b> select and prepare suitable skin care and make up products to meet the clients needs and work plan	1	4	-	-
<b>PC8.</b> clarify the client's understanding and expectation prior to commencement of procedure	1.5	3.5	-	-
<b>PC9.</b> 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	-	-
<b>PC10.</b> conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures	1	4	-	-
<b>PC11.</b> 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
<b>PC12.</b> adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required	1	5	-	-
<b>PC13.</b> adjust the clients position to meet the needs of the service without causing them discomfort	0.5	3.5	-	-
<b>PC14.</b> 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	-	-
<b>PC15.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	2	4	-	-
<b>PC16.</b> ensure the work area is kept clean and tidy during the service	-	3	-	-
<b>PC17.</b> dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	2.5	-	-
<b>PC18.</b> record details of the procedure accurately as per organisational policy and approved practice	2.5	2.5	-	-
<b>PC19.</b> store information securely in line with the salons policies	2	3	-	-
<b>PC20.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	4	-	-
<b>PC21.</b> ask questions to check with the client their satisfaction with the finished result	1	3	-	-
<b>PC22.</b> 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	-	-
<b>NOS Total</b>	<b>24</b>	<b>76</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0106
<b>NOS Name</b>	Perform makeup services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	19/07/2023
<b>NSQC Clearance Date</b>	19/01/2023

## 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

## Qualification Pack

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

## Qualification Pack

**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

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- 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>	<b>2.5</b>	<b>7.5</b>	-	-
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"> <li>prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</li> <li>Yourself: sanitize the hands, wear suitable protective apparel, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc.</li> <li>Work area: organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</li> </ul>	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>	<b>4</b>	<b>12</b>	-	-
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	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>8.</b> <ul style="list-style-type: none"> <li>maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client</li> <li>Precautions: use privacy curtains, close doors of separate enclosures, ensure covering material is in suitable place, ensure dress is not displaced awkwardly, etc.</li> </ul>	0.5	1.5	-	-
<b>9.</b> 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	-	-
<b>10.</b> 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	-	-
<b>11.</b> 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>	<b>3.5</b>	<b>10.5</b>	-	-
<b>12.</b> conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any	1	3	-	-
<b>13.</b> <ul style="list-style-type: none"> <li>carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon</li> <li>Tools: Wax strips, applicator, wax warmer, etc.</li> <li>Materials: Hot wax, cold wax, cooling gel, etc.</li> <li>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.</li> </ul>	1	3	-	-
<b>14.</b> apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions	1	2	-	-
<b>15.</b> 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>	<b>6</b>	<b>19</b>	-	-
<b>16.</b> consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards	1	3	-	-
<b>17.</b> 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	-	-
<b>18.</b> prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure	1	2	-	-
<b>19.</b> perform application and removal of waxing as per the hair growth pattern of the application area	0.5	2.5	-	-
<b>20.</b> 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	-	-
<b>21.</b> position the client correctly for ease and effectiveness of the service and client comfort	0.5	2.5	-	-
<b>22.</b> apply correct techniques for application of wax to the pubic area	1	3	-	-
<b>23.</b> 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	-	-
<b>24.</b> give aftercare advice to the client as per their needs and organisational standards	0.5	1.5	-	-
<i>Perform threading for hair removal</i>	<b>1.5</b>	<b>7.5</b>	-	-
<b>25.</b> • 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	-	-
<b>26.</b> 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>	<b>7.5</b>	<b>18.5</b>	-	-
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	-	-

## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0105
<b>NOS Name</b>	Perform hair removal services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	19/07/2023
<b>NSQC Clearance Date</b>	19/01/2023

## Qualification Pack

### BWS/N0107: Perform facial electrotherapy

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Perform facial electrotherapy*

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

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

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** studio centre usage
- KU5.** electrotherapy and object of the treatment
- KU6.** checking and handling the equipment before and during the procedure
- KU7.** electrical current: Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and mono-phasic), sound wave
- KU8.** treatment adaptations according to treatment plan and individual client suitability
- KU9.** carry out skin sensitivity tests:Tactile test, thermal test, record results.
- KU10.** contra-indications that may prevent or restrict treatment
- KU11.** products used with EMS , galvanic , lymphatic drainage unit, hi frequency and microcurrent
- KU12.** possible effects and contra actions
- KU13.** anatomy, physiology and pathology for skin treatments
- KU14.** principles and practice of skin therapies
- KU15.** basic ailments
- KU16.** applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU17.** structure, function, characteristics of skin types and position of the muscles
- KU18.** position of head, face, neck and shoulder girdle bones and skeletal function
- KU19.** structure and function of the endocrine system
- KU20.** hormones secreted by the anterior pituitary, posterior lobe, the parathyroid glands ,the pancreas, the adrenal medulla, the adrenal cortex
- KU21.** gonads (sex glands): Ovaries, testes
- KU22.** equipment- G5 (gyratory vibratory machine)
- KU23.** composition of blood
- KU24.** functions of the lymphatic system, lymphatic components, lymphatic nodes.
- KU25.** circulatory System, functions of blood, arteries, veins, blood composition and circulation and lymphatic system, the nervous system
- KU26.** effect of the natural ageing process on the skin and muscle tone

### Generic Skills (GS)

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

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

## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

## Qualification Pack

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

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

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
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/N9002.Maintain health and safety at the workplace	33	67	-	-	100	5
BWS/N9006.Manage and lead a team	16	84	-	-	100	10
BWS/N9005.Consult and advise clients	19	81	-	-	100	10
BWS/N9004.Promote and sell services and products	31	69	-	-	100	10
BWS/N0104.Perform skin care services	26	74	-	-	100	5
BWS/N0208.Perform hair styling and dressing	27	73	-	-	100	10
BWS/N0106.Perform makeup services	24	76	-	-	100	10
BWS/N0105.Perform hair removal services	25	75	-	-	100	10
BWS/N0107.Perform facial electrotherapy	16	84	-	-	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
<b>Total</b>	<b>303</b>	<b>847</b>	<b>-</b>	<b>-</b>	<b>1150</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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