

Qualification Pack



Senior Yoga Trainer (B&W)

Electives: Senior Bal Yoga Trainer/ Senior Mahila Yoga Trainer/ Senior Vridha Yoga Trainer

QP Code: BWS/Q2205

Version: 3.0

NSQF Level: 6

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

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BWS/Q2205: Senior Yoga Trainer (B&W)

Brief Job Description

A Senior Yoga Trainer (B&W) is a professionally trained individual with an advanced training in Yoga for holistic wellness, happiness and harmony and is able to work with the clients.

Personal Attributes

An individual should conduct advanced yoga asanas, pranayamas, meditations and relaxation techniques to counterbalance unhealthy lifestyle, and manage a healthy body with a sound mind. S/he is also expected to train Yoga Trainers on the intricacies of yoga services to enhance the quality of life.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
2. [BWS/N2207: Conduct the advanced yoga sessions for holistic wellness and train the yoga instructors/trainers](#)
3. [BWS/N2205: Conduct advanced hatha yoga sessions and train the yoga instructors/trainers](#)
4. [BWS/N9001: Prepare and maintain work area](#)
5. [BWS/N9002: Maintain health and safety at the workplace](#)
6. [BWS/N9003: Create a positive impression at the workplace](#)

Electives (mandatory to select at least one):

Elective 1: Senior Bal Yoga Trainer

Work with children & adolescents in groups and as individuals, combining poses, breathing and meditation exercises to conduct Advanced Bal Yoga sessions.

1. [BWS/N2214: Conduct the advanced bal yoga sessions](#)

Elective 2: Senior Mahila Yoga Trainer

Work with group of ladies and individuals, combining poses, breathing and meditation exercises to conduct Advanced Mahila Yoga sessions.

1. [BWS/N2215: Conduct the advanced mahila yoga sessions](#)

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Elective 3: Senior Vridha Yoga Trainer

Work with groups of elderly and individuals, combining poses, breathing and meditation exercises to conduct Advanced Vridha yoga sessions.

1. [BWS/N2216: Conduct the advanced vridha yoga sessions](#)

Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
Country	India
NSQF Level	6
Credits	22
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	Completed 3 year UG degree program after 12th OR Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) OR 12th grade with 1 year NAC plus CITS (with 2 Years of relevant experience) OR 12th grade Pass (with 4 Years of relevant experience) OR 12th grade pass with 1 year NTC plus 1year NAC/CITS (with 2 years of relevant experience) OR Previous relevant Qualification of NSQF Level (5) (with 3 years of relevant experience)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	
Minimum Job Entry Age	18 Years
Last Reviewed On	NA

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Next Review Date	27/05/2024
NSQC Approval Date	27/05/2021
Version	3.0
Reference code on NQR	QM-06-BW-00441-2023-V1.1-BWSSC
NQR Version	1

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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>	1	1	-	-
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	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
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	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. 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
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
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	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
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	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
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	-	-	-	-
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	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. 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
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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

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

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BWS/N2207: Conduct the advanced yoga sessions for holistic wellness and train the yoga instructors/trainers

Description

Work with groups and individuals, combining poses, breathing and meditation exercises to conduct advanced yoga sessions as well as conduct extensive training sessions and research in the field of yoga.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the advanced yoga sessions for holistic wellness, and train the yoga instructors/ trainers

Elements and Performance Criteria

Conduct the Advanced Yoga sessions and train the Yoga Instructors

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

1. ensure appropriate ambience for guests to perform the Advanced Yoga sessions
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. recognise, adjust and adapt to specific guest needs in the evolving professional relationship
4. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship
5. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress and cope with unique difficulties / successes
6. transmit the value of self-awareness and self-responsibility throughout the process
7. develop appropriate practice strategies to the guest
8. set the goals, expectations and aspirations of the guest
9. determine which aspects of the guests' conditions, goals and aspirations might be addressed through Advanced Yoga sessions
10. select and prioritise the use of yoga tools and techniques
11. modify and adapt the sequence of yoga practices appropriate to the needs of guests
12. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
13. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.
14. foster trust by establishing an appropriate environment through privacy, confidentiality and safety
15. practise effective, guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
16. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support

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17. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
18. maintain neat and clean work area at all times
19. inform guests about the various forms of Advanced Yoga sessions and its effect on body and mind
20. use a broad range of-body-mindsoul based healing / spiritual healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments
21. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
22. perform and demonstrate all Advanced Yoga techniques to guests and ensure compliance to safety and health standards
23. assist guests to perform all Advanced Yoga sessions techniques effectively
24. evaluate exercises performed by guests and recommend correction whenever required
25. ensure guest satisfaction and assist in answering all guest queries
26. store guest and equipment records, securely in line with the organizations policies
27. leave the work area in a clean and hygienic condition suitable for further classes
28. communicate any shortcomings to the supervisor
29. explain the Yoga Trainers - the evolution of philosophy and teachings of yoga tradition from vedic and post vedic periods, samkhya yoga, tantra, etc.
30. explain the Yoga Trainers - the structure, states, functioning and conditions of the mind referred in the texts including but not limited to yoga sutras, Bhagavad Gita, Upanishads, etc.
31. conduct intake and assess the guests, including: taking history of guest and their condition(s); assessing the current conditions using the tools relevant to the Senior Yoga Trainer , including an evaluation of the physical, energetic, mental, emotional and spiritual dimensions of well-being
32. identify priorities to prepare and design both long-term and short-term goals of the guests
33. prepare strategies for yoga instructors to address common disorders and pathologies of the major human systems and common mental health conditions, as well as other goals and aspirations of the student as relevant to the work of a Yoga Trainer
34. prepare strategies and planning - to combine intake, evaluation, observation and working assessment to develop an appropriate practice session for individual and group
35. design courses, practice modules, schedules and the lesson plans
36. assess the guests' progress and achievements
37. review the course modules and the teaching skills of yoga instructors
38. provide yogic spiritual counselling to the participants/ guests to set their long or short term goals
39. provide specialized trainings theoretically and graphically to yoga instructors to become Yoga Trainers
40. assess the performance of Yoga Trainers and instructors and design upskilling programs for them as per their needs
41. develop research methodologies and provide inputs/ participate in conducting research programs to evaluate the efficacies of yogic practice
42. represent the institutions in seminars/ workshops/ public forums/ conferences, etc.

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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 hygiene, health and safety requirements in the organization
- KU4.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to yoga therapy
- KU5.** yoga perspectives on the structure, states, functioning and conditions of the mind
- KU6.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in advanced yoga sutras, advanced Bhagavad Gita and other advanced yoga texts
- KU7.** other schools of yoga like bhakti yoga, gyan yoga, and karma yoga, raj yoga
- KU8.** teaching of other types of yoga like ashtanga vinayasa, iyenger, etc.
- KU9.** perspectives on health and disease from yoga relevant to the practice of yoga therapy, including the concepts of (kosha, dosha, guna, etc.)
- KU10.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU11.** the range of yoga practices and their potential therapeutic effects for common conditions. practice may include, but are not limited to advanced asana, advanced pranayama, advanced meditation, advanced relaxation techniques, and advanced kriyas etc.
- KU12.** yogic diet and yogic lifestyle counselling
- KU13.** contraindication of yoga practices for specific conditions and circumstances
- KU14.** study of advanced human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Senior Yoga Trainer
- KU15.** biomechanics as movement, as they relate to the practice of yoga and the work of a Senior Yoga Trainer
- KU16.** study of common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Senior Yoga Trainer(BP measurement, breath measurement)
- KU17.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU18.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU19.** 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 of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)
- KU20.** how to reference current healthcare information relevant to the work of a Senior Yoga Trainer, including pathologies, disorders, drugs, and surgical procedures, as relevant to the work of a Yoga Trainer
- KU21.** human development, including developmental stages, lifecycle and personality and their importance to medical and psychological health and well-being

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- KU22.** familiarity with the influence of family, social, cultural and religious conditioning on mental and medical perspectives of health and healing
- KU23.** the interaction of the body, breath, mind, intellect and emotions in health and well-being
- KU24.** ability to design, implement, assess and evaluate programmes to suit different groups of guests
- KU25.** familiarity with group dynamics and techniques, including communication skills, time management and establishment of priorities and boundaries, as well as techniques to address the specific needs of individual participants, to the degree possible in a group setting
- KU26.** the scope of practice of yoga therapy, resulting in the demonstrated ability to discern the need for referral to other modalities such as naturopathy, ayurveda, etc.
- KU27.** the extent of ones own individual training, skills and evolving experience in yoga therapy and knowledge of the importance of practicing within such parameters
- KU28.** advanced counseling/ advanced teaching methodology
- KU29.** current trends and recent developments in the field of yoga therapy

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

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- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Advanced Yoga sessions and train the Yoga Instructors</i>	25	75	-	-
1. ensure appropriate ambience for guests to perform the Advanced Yoga sessions	-	2	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	2	-	-
3. recognise, adjust and adapt to specific guest needs in the evolving professional relationship	-	1	-	-
4. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship	-	2	-	-
5. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress and cope with unique difficulties / successes	1	2	-	-
6. transmit the value of self-awareness and self-responsibility throughout the process	-	1	-	-
7. develop appropriate practice strategies to the guest	1	2	-	-
8. set the goals, expectations and aspirations of the guest	-	2	-	-
9. determine which aspects of the guests' conditions, goals and aspirations might be addressed through Advanced Yoga sessions	-	2	-	-
10. select and prioritise the use of yoga tools and techniques	1	1	-	-
11. modify and adapt the sequence of yoga practices appropriate to the needs of guests	1	2	-	-
12. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.	1	1	-	-
14. foster trust by establishing an appropriate environment through privacy, confidentiality and safety	-	2	-	-
15. practise effective, guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
16. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	-	1	-	-
17. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	-	2	-	-
18. maintain neat and clean work area at all times	1	2	-	-
19. inform guests about the various forms of Advanced Yoga sessions and its effect on body and mind	1	1	-	-
20. use a broad range of-body-mindsoul based healing / spiritual healing tools in conjunction with exercise based on needs, ages, and ability levels to create effective practices against ailments	1	2	-	-
21. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
22. perform and demonstrate all Advanced Yoga techniques to guests and ensure compliance to safety and health standards	1	1	-	-
23. assist guests to perform all Advanced Yoga sessions techniques effectively	-	2	-	-
24. evaluate exercises performed by guests and recommend correction whenever required	-	2	-	-
25. ensure guest satisfaction and assist in answering all guest queries	-	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
26. store guest and equipment records, securely in line with the organizations policies	1	2	-	-
27. leave the work area in a clean and hygienic condition suitable for further classes	-	1.5	-	-
28. communicate any shortcomings to the supervisor	1	2	-	-
29. explain the Yoga Trainers - the evolution of philosophy and teachings of yoga tradition from vedic and post vedic periods, samkhya yoga, tantra, etc.	1	2	-	-
30. explain the Yoga Trainers - the structure, states, functioning and conditions of the mind referred in the texts including but not limited to yoga sutras, Bhagavad Gita, Upanishads, etc.	1	1.5	-	-
31. conduct intake and assess the guests, including: taking history of guest and their condition(s); assessing the current conditions using the tools relevant to the Senior Yoga Trainer , including an evaluation of the physical, energetic, mental, emotional and spiritual dimensions of well-being	1	2	-	-
32. identify priorities to prepare and design both long-term and short-term goals of the guests	-	2	-	-
33. prepare strategies for yoga instructors to address common disorders and pathologies of the major human systems and common mental health conditions, as well as other goals and aspirations of the student as relevant to the work of a Yoga Trainer	1	2	-	-
34. prepare strategies and planning - to combine intake, evaluation, observation and working assessment to develop an appropriate practice session for individual and group	-	2	-	-
35. design courses, practice modules, schedules and the lesson plans	1	2	-	-
36. assess the guests' progress and achievements	-	2	-	-
37. review the course modules and the teaching skills of yoga instructors	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
38. provide yogic spiritual counselling to the participants/ guests to set their long or short term goals	1	2	-	-
39. provide specialized trainings theoretically and graphically to yoga instructors to become Yoga Trainers	-	2	-	-
40. assess the performance of Yoga Trainers and instructors and design upskilling programs for them as per their needs	1	2	-	-
41. develop research methodologies and provide inputs/ participate in conducting research programs to evaluate the efficacies of yogic practice	1	2	-	-
42. represent the institutions in seminars/ workshops/ public forums/ conferences, etc.	1	2	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2207
NOS Name	Conduct the advanced yoga sessions for holistic wellness and train the yoga instructors/trainers
Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
NSQF Level	6
Credits	4
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

Qualification Pack

BWS/N2205: Conduct advanced hatha yoga sessions and train the yoga instructors/trainers

Description

Work with groups and individuals, combining poses, breathing and exercises for Advanced Hatha Yoga as well as conduct extensive training sessions and research in the field of yoga.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct advanced hatha yoga sessions and train the yoga instructors/ trainers

Elements and Performance Criteria

Conduct Advanced Hatha Yoga sessions and train the Yoga Instructors

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

1. ensure appropriate ambience for guests to perform the Advanced Hatha Yoga session
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. perform and instruct loosening exercises or sukshma vyayama as agreed with the guest and arrangement of the organisation
4. perform and instruct classical asanas as agreed with the guest and arrangement of the organisation
5. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation
6. perform and instruct mudras and bandhas as agreed with the guest and arrangement of the organisation
7. perform and instruct kriyas as agreed with the guest and arrangement of the organisation
8. recognise, adjust and adapt to specific guest needs in the evolving professional relationship
9. recognise and manage the subtle dynamics inherent in the guest relationship
10. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
11. transmit the value of self-awareness and self-responsibility throughout the process
12. develop appropriate practice strategies to the guest
13. set the goals, expectations and aspirations of the guest
14. develop a working assessment of the guests condition, limitations and possibilities
15. determine which aspects of the guest conditions, goals and aspirations might be addressed through Advanced Hatha yoga
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.

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18. practice effective, guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
19. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
20. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
21. maintain neat and clean work area at all times
22. inform guests about the various forms of Advanced Hatha yoga and its effect on body and mind
23. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments
24. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
25. perform and demonstrate all Advanced Hatha yoga techniques to guests and ensure compliance to safety and health standards
26. assist guests to perform all Advanced Hatha techniques effectively
27. evaluate exercises performed by guests and recommend correction whenever required
28. ensure guest satisfaction and assist in answering all guest queries
29. store guest and equipment records, securely in line with the organizations policies
30. leave the work area in a clean and hygienic condition suitable for further classes
31. design courses, practice modules, schedules and the lesson plans
32. assess the guests' progress and achievements
33. review the course modules and the teaching skills of yoga instructors
34. provide yogic counselling to the guests to set their long or short term goals
35. provide specialized trainings theoretically and graphically to yoga instructors to become specialized Yoga Trainers
36. assess the performance of Yoga Trainers and instructors and design up skilling programs for them as per their needs
37. develop research methodologies and provide inputs/ participate in conducting research programs to evaluate the efficacies of yogic practice
38. represent the institutions in seminars/ workshops/ public forums/ conferences, etc.

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 hygiene, health and safety requirements in the organization
- KU4.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application
- KU5.** patanjali yoga sutras
- KU6.** hatha yoga pradiipika
- KU7.** chakra meditation and kundalini yoga

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- KU8.** in depth knowledge and understanding of yoga korumta
- KU9.** other schools of yoga like bhakti yoga, gyan yoga, and karma yoga, etc.
- KU10.** other types of yoga like hatha, iyenger, etc.
- KU11.** all the postures or techniques involved in advanced ashtanga vinyasa style, their effects and implications
- KU12.** the range of advanced yoga practices and their potential effects. practice may include, but are not limited to kirtan, asana, pranayama, meditation, relaxation techniques, and the kriyas, etc.
- KU13.** yogic diet and yogic lifestyle counselling
- KU14.** yoga practices for specific conditions and circumstances
- KU15.** human anatomy and physiology including all major systems of the body and their interrelationships
- KU16.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU17.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU18.** 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 of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)
- KU19.** counseling/ teaching methodology
- KU20.** current trends and recent developments in the field of Advanced Hatha yoga
- KU21.** yoga psychology
- KU22.** ashtavakra samhita
- KU23.** symptoms/ contra indications associated with other medical fields like allopathy, homeopathy, unani, etc. and potential side effects of medicines on human body
- KU24.** shuddhi, cleansing, detoxification

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

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- 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>Conduct Advanced Hatha Yoga sessions and train the Yoga Instructors</i>	24	76	-	-
1. ensure appropriate ambience for guests to perform the Advanced Hatha Yoga session	0.5	2	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	0.5	2	-	-
3. perform and instruct loosening exercises or sukshma vyayama as agreed with the guest and arrangement of the organisation	0.5	2	-	-
4. perform and instruct classical asanas as agreed with the guest and arrangement of the organisation	0.5	2	-	-
5. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation	0.5	2	-	-
6. perform and instruct mudras and bandhas as agreed with the guest and arrangement of the organisation	0.5	2	-	-
7. perform and instruct kriyas as agreed with the guest and arrangement of the organisation	0.5	2	-	-
8. recognise, adjust and adapt to specific guest needs in the evolving professional relationship	0.5	2	-	-
9. recognise and manage the subtle dynamics inherent in the guest relationship	0.5	2	-	-
10. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	0.5	2	-	-
11. transmit the value of self-awareness and self-responsibility throughout the process	0.5	2	-	-
12. develop appropriate practice strategies to the guest	0.5	2	-	-
13. set the goals, expectations and aspirations of the guest	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. develop a working assessment of the guests condition, limitations and possibilities	0.5	2	-	-
15. determine which aspects of the guest conditions, goals and aspirations might be addressed through Advanced Hatha yoga	1	2	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	0.5	2	-	-
17. provide instruction, demonstration, education of the guest using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.	0.5	2	-	-
18. practice effective, guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	0.5	2	-	-
19. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	2	-	-
20. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	0.5	2	-	-
21. maintain neat and clean work area at all times	0.5	2	-	-
22. inform guests about the various forms of Advanced Hatha yoga and its effect on body and mind	1	2	-	-
23. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments	0.5	2	-	-
24. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	0.5	2	-	-
25. perform and demonstrate all Advanced Hatha yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
26. assist guests to perform all Advanced Hatha techniques effectively	0.5	2	-	-
27. evaluate exercises performed by guests and recommend correction whenever required	1	2	-	-
28. ensure guest satisfaction and assist in answering all guest queries	0.5	2	-	-
29. store guest and equipment records, securely in line with the organizations policie	1	2	-	-
30. leave the work area in a clean and hygienic condition suitable for further classes	0.5	2	-	-
31. design courses, practice modules, schedules and the lesson plans	0.5	2	-	-
32. assess the guests' progress and achievements	0.5	2	-	-
33. review the course modules and the teaching skills of yoga instructors	1	2	-	-
34. provide yogic counselling to the guests to set their long or short term goals	0.5	2	-	-
35. provide specialized trainings theoretically and graphically to yoga instructors to become specialized Yoga Trainers	0.5	2	-	-
36. assess the performance of Yoga Trainers and instructors and design up skilling programs for them as per their needs	1	2	-	-
37. develop research methodologies and provide inputs/ participate in conducting research programs to evaluate the efficacies of yogic practice	0.5	2	-	-
38. represent the institutions in seminars/ workshops/ public forums/ conferences, etc.	1	2	-	-
NOS Total	24	76	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2205
NOS Name	Conduct advanced hatha yoga sessions and train the yoga instructors/trainers
Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
NSQF Level	6
Credits	4
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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 efficiently and effectiveness of conducting treatments/ sessions considering the standards of operation of the organization/ salon/ beauty clinic.

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare and maintain work area

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9002: Maintain health and safety at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain health and safety at the workplace

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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



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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N2214: Conduct the advanced bal yoga sessions

Description

Work with children & adolescents in groups and individuals, combining poses, breathing and meditation exercises to conduct Advanced Bal yoga sessions.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Advanced Bal Yoga sessions

Elements and Performance Criteria

Conduct the Advanced Bal Yoga sessions

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

- PC1.** components that should be covered during the session yoga sloka bhajans meditation chanting om and its essence group activity moral values skit/activity
- PC2.** ensure appropriate ambience for the children to perform the Advanced Bal yoga
- PC3.** provide appropriate opening and closure of the session through prayer/chanting/meditation
- PC4.** obtain information of child's medical history, background, preferences from parents before starting the session
- PC5.** work on enhancing child's resilience and coping frequency, thereby helping them adapt and cope with negative life events
- PC6.** work on cultivating balanced psychological and physiological responses to stress, such as improved stress management reduced problematic stress responses decreased cortisol concentrations
- PC7.** address the spiritual needs of the children and help to mould their character through value-based curriculum
- PC8.** introduce children to various Indian scriptures (Ramayana, Bhagwat Purana) and derive lessons of right values and moral principles
- PC9.** provide a fun and non-competitive environment for children to internalize the teachings
- PC10.** ensure that there is discipline and respect among children and for their respective teachers
- PC11.** ensure that the teachings in class are inclusive and applicable to all children and their respective communities. The parents should feel comfortable reinforcing at home what is taught in classes
- PC12.** implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the child's progress, and cope with unique difficulties / successes
- PC13.** transmit the value of self-awareness and self-responsibility throughout the process
- PC14.** elicit the goals, expectations and aspirations of the child
- PC15.** integrate information from the intake, evaluation and observation to develop a working assessment of the child's condition, limitations and possibilities

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- PC16.** determine which aspects of the children's conditions, goals and aspirations might be addressed through Advanced Bal yoga
- PC17.** select and prioritise the use of yoga tools and techniques
- PC18.** modify and adapt the sequence of yoga practices appropriate to the needs of children
- PC19.** deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
- PC20.** provide instruction, demonstration, education of the children using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.
- PC21.** foster trust by establishing an appropriate environment through privacy, confidentiality and safety
- PC22.** practise effective student-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
- PC23.** gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
- PC24.** accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
- PC25.** inform children about the various forms of yoga and its effect on body and mind
- PC26.** use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments
- PC27.** apply yogic principles while conducting sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
- PC28.** perform and demonstrate all Advanced Bal Yoga techniques to children and ensure compliance to safety and health standards
- PC29.** assist children to perform all Advanced Bal Yoga techniques effectively
- PC30.** evaluate exercises performed by children and recommend correction whenever required
- PC31.** coordinate with childrens parents on yogic lifestyle counselling to ensure healthy body and mind
- PC32.** ensure parents' satisfaction and assist in answering all queries that the children may have
- PC33.** leave the work area in a clean and hygienic condition suitable for further classes
- PC34.** communicate any shortcomings to the supervisor
- PC35.** address the spiritual needs of the childrens and help to mould their character through value based curriculum

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 hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the techniques

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- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Bal yoga sessions
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind
- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga, etc.
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga, etc.
- KU12.** basic perspectives on health and disease from yoga relevant to the practice of bal yoga, including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU14.** application of yama and niyama
- KU15.** range of yoga practices and their potential therapeutic effects for common conditions. The practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of Bal yoga and the work of a Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** 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 of 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.** 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

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- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS18.** deal with clients lacking the technical background to solve the problem on their own
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** use the existing data to arrive at specific data points
- GS21.** use the existing data points for improving the call resolution time
- GS22.** use the existing data points to generate required reports for business
- GS23.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Advanced Bal Yoga sessions</i>	25	75	-	-
PC1. components that should be covered during the session yoga sloka bhajans meditation chanting om and its essence group activity moral values skit/activity	1	3	-	-
PC2. ensure appropriate ambience for the children to perform the Advanced Bal yoga	1	2	-	-
PC3. provide appropriate opening and closure of the session through prayer/chanting/meditation	-	2	-	-
PC4. obtain information of childs medical history, background, preferences from parents before starting the session	1	2	-	-
PC5. work on enhancing childs resilience and coping frequency, thereby helping them adapt and cope with negative life events	-	2	-	-
PC6. work on cultivating balanced psychological and physiological responses to stress, such as improved stress management reduced problematic stress responses decreased cortisol concentrations	1	3	-	-
PC7. address the spiritual needs of the children and help to mould their character through value-based curriculum	1	2	-	-
PC8. introduce children to various Indian scriptures (Ramayana, Bhagwat Purana) and derive lessons of right values and moral principles	-	2	-	-
PC9. provide a fun and non-competitive environment for children to internalize the teachings	1	3	-	-
PC10. ensure that there is discipline and respect among children and for their respective teachers	-	2	-	-
PC11. ensure that the teachings in class are inclusive and applicable to all children and their respective communities. The parents should feel comfortable reinforcing at home what is taught in classes	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the child's progress, and cope with unique difficulties / successes	1	2	-	-
PC13. transmit the value of self-awareness and self-responsibility throughout the process	1	2	-	-
PC14. elicit the goals, expectations and aspirations of the child	1	2	-	-
PC15. integrate information from the intake, evaluation and observation to develop a working assessment of the child's condition, limitations and possibilities	1	2	-	-
PC16. determine which aspects of the children's conditions, goals and aspirations might be addressed through Advanced Bal yoga	-	2	-	-
PC17. select and prioritise the use of yoga tools and techniques	1	3	-	-
PC18. modify and adapt the sequence of yoga practices appropriate to the needs of children	1	2	-	-
PC19. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
PC20. provide instruction, demonstration, education of the children using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.	1	2	-	-
PC21. foster trust by establishing an appropriate environment through privacy, confidentiality and safety	1	3	-	-
PC22. practise effective student-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
PC23. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	-	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	-	2	-	-
PC25. inform children about the various forms of yoga and its effect on body and mind	1	2	-	-
PC26. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments	1	2	-	-
PC27. apply yogic principles while conducting sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
PC28. perform and demonstrate all Advanced Bal Yoga techniques to children and ensure compliance to safety and health standards	1	2	-	-
PC29. assist children to perform all Advanced Bal Yoga techniques effectively	1	1	-	-
PC30. evaluate exercises performed by children and recommend correction whenever required	-	2	-	-
PC31. coordinate with childrens parents on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
PC32. ensure parents' satisfaction and assist in answering all queries that the children may have	-	2	-	-
PC33. leave the work area in a clean and hygienic condition suitable for further classes	1	2	-	-
PC34. communicate any shortcomings to the supervisor	1	2	-	-
PC35. address the spiritual needs of the childrens and help to mould their character through value based curriculum	-	2	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2214
NOS Name	Conduct the advanced bal yoga sessions
Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
NSQF Level	6
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/08/2024
NSQF Clearance Date	31/08/2021

Qualification Pack

BWS/N2215: Conduct the advanced mahila yoga sessions

Description

Work with group of ladies and individuals, combining poses, breathing and meditation exercises to conduct Advanced Mahila Yoga sessions.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Advanced Mahila Yoga sessions

Elements and Performance Criteria

Conduct the Advanced Mahila Yoga sessions

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

1. ensure appropriate ambience for guests to perform the Advanced Mahila yoga sessions
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. obtain permission/ notify the client for a physical contact with the guest during session, if required
4. obtain information on guests medical history, background, preferences, etc. before starting the session
5. recognise, adjust and adapt to specific guest needs in the evolving professional relationship
6. recognise and manage the subtle dynamics inherent in the teacher /guest relationship
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
8. transmit the value of self-awareness and self-responsibility throughout the process
9. develop and adjust appropriate practice strategies to the guest
10. integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities
11. determine which aspects of the guests conditions, goals and aspirations might be addressed through Advanced Mahila yoga sessions
12. understand from guests, poses causing any sort of discomfort to them
13. educate the guests on benefits both baby and mother are gaining through this Advanced Mahila yoga session
14. select and prioritise the use of Advanced Mahila yoga tools and techniques
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. provide instruction, demonstration, education of the guests using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.

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18. foster trust by establishing an appropriate environment through privacy, confidentiality and safety
19. practise effective, guest-centered communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors
20. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
21. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
23. maintain neat and clean work area at all times
24. inform guests about various forms of Advanced Mahila yoga and its effect on body and mind
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments
26. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
27. perform and demonstrate all Advanced Mahila yoga techniques to guests and ensure compliance to safety and health standards
28. assist guests to perform all Advanced Mahila techniques effectively
29. evaluate exercises performed by guests and recommend correction whenever required
30. coordinate with guests on yogic lifestyle counselling to ensure healthy body and mind
31. ensure guest satisfaction and assist in answering all guest queries
32. store guest and equipment records, securely in line with the organizations policies
33. leave the work area in a clean and hygienic condition suitable for further classes
34. communicate any shortcomings to the supervisor

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 hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Advanced Mahila yoga
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind
- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga, etc.
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga, etc.

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- KU12.** basic perspectives on health and disease from yoga relevant to the practice of Advanced Mahila yoga sessions , including the concepts of (kosha, dosha, guna, etc.)
- KU13.** categorizing illness, including but not limited to samprapti (pathogenesis), shamana and shodhana (pacification and purification)
- KU14.** application of yama and niyama
- KU15.** range of yoga practices and their potential effects for common conditions. the practice may include but not limited to asana, pranayama, meditation, relaxation techniques, etc.
- KU16.** yogic diet and yogic lifestyle counselling
- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of yoga and the work of a Senior Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories and contraindications as relevant to the work of a Yoga Trainer
- KU23.** yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** 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 of 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.** 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

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- 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>Conduct the Advanced Mahila Yoga sessions</i>	28	72	-	-
1. ensure appropriate ambience for guests to perform the Advanced Mahila yoga sessions	1	3	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	-	2	-	-
3. obtain permission/ notify the client for a physical contact with the guest during session, if required	1	2	-	-
4. obtain information on guests medical history, background, preferences, etc. before starting the session	1	2	-	-
5. recognise, adjust and adapt to specific guest needs in the evolving professional relationship	-	2	-	-
6. recognise and manage the subtle dynamics inherent in the teacher /guest relationship	1	3	-	-
7. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	1	2	-	-
8. transmit the value of self-awareness and self-responsibility throughout the process	-	2	-	-
9. develop and adjust appropriate practice strategies to the guest	1	3	-	-
10. integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities	1	2	-	-
11. determine which aspects of the guests conditions, goals and aspirations might be addressed through Advanced Mahila yoga sessions	1	3	-	-
12. understand from guests, poses causing any sort of discomfort to them	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. educate the guests on benefits both baby and mother are gaining through this Advanced Mahila yoga session	1	2	-	-
14. select and prioritise the use of Advanced Mahila yoga tools and techniques	1	2	-	-
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests	1	2	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
17. provide instruction, demonstration, education of the guests using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.	1	3	-	-
18. foster trust by establishing an appropriate environment through privacy, confidentiality and safety	1	2	-	-
19. practise effective, guest-centered communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors	1	2	-	-
20. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	2	-	-
21. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	3	-	-
22. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	2	-	-
23. maintain neat and clean work area at all times	1	2	-	-
24. inform guests about various forms of Advanced Mahila yoga and its effect on body and mind	-	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
25. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments	1	2	-	-
26. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	-	2	-	-
27. perform and demonstrate all Advanced Mahila yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-
28. assist guests to perform all Advanced Mahila techniques effectively	1	2	-	-
29. evaluate exercises performed by guests and recommend correction whenever required	1	1	-	-
30. coordinate with guests on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
31. ensure guest satisfaction and assist in answering all guest queries	-	2	-	-
32. store guest and equipment records, securely in line with the organizations policies	1	2	-	-
33. leave the work area in a clean and hygienic condition suitable for further classes	1	1	-	-
34. communicate any shortcomings to the supervisor	1	2	-	-
NOS Total	28	72	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2215
NOS Name	Conduct the advanced mahila yoga sessions
Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
NSQF Level	6
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/08/2024
NSQF Clearance Date	31/08/2021

Qualification Pack

BWS/N2216: Conduct the advanced vridha yoga sessions

Description

Work with groups of elderly and individuals, combining poses, breathing and meditation exercises to conduct Advanced Vridha yoga sessions.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Conduct the Advanced Vridha Yoga sessions

Elements and Performance Criteria

Conduct the Advanced Vridha Yoga sessions

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

1. ensure appropriate ambience for the elderly guests to perform the Advanced Vridha yoga sessions
2. provide appropriate opening and closure of the session through prayer/chanting/meditation
3. obtain permission/ notify the guests for a physical contact with the guest during Advanced Vridha yoga session, if required
4. obtain information on guests medical history, background, preferences, etc. before starting the Advanced Vridha yoga session
5. recognise, adjust and adapt to specific client/student needs in the evolving therapeutic/professional relationship
6. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship
7. analyze the difficulties individuals are facing, due to ageing, in performing various Advanced Vridha yoga poses
8. suggest guests to substitute warm-ups with brisk walking and joint movements
9. teach standing yoga poses triangle pose (konasana series) and standing spinal twist (kati chakrasanas)
10. teach sitting yoga poses butterfly pose, cradling (if possible), body rotation, cat stretch and child pose (shishu asana)
11. teach yoga poses which are performed lying on the back or stomach and focus on repetitions rather than holding any posture such as the cobra pose (bhujangasana), the locust pose (shalabhasana) or the knee to chin press (pawanmuktasana)
12. teach yoga nidra which is by far the most essential part of any yoga practice, and as age progresses, it becomes even more essential to help assimilate the effect of the asana practice into our system
13. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
14. transmit the value of self-awareness and self-responsibility throughout the process

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15. modify and adapt the sequence of yoga practices appropriate to the needs of guests
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
17. foster trust by establishing an appropriate environment through privacy, confidentiality and safety
18. practise effective, guest-centered communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
22. maintain neat and clean work area at all times
23. inform guests about the various forms of Advanced Vridha yoga and its effect on body and mind
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments
25. apply yogic principles to conduct Advanced Vridha yoga sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
26. perform and demonstrate all Advanced Vridha yoga techniques to guests and ensure compliance to safety and health standards
27. assist guests to perform all Advanced Vridha yoga techniques effectively
28. evaluate exercises performed by guests and recommend correction whenever required
29. coordinate with guests on yogic lifestyle counselling to ensure healthy body and mind
30. ensure guest satisfaction and assist in answering all guest queries
31. store guest and equipment records, securely in line with the organizations policies
32. leave the work area in a clean and hygienic condition suitable for further classes
33. communicate any shortcomings to the supervisor

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 hygiene, health and safety requirements in the organization
- KU4.** diet and fasting techniques
- KU5.** detoxification techniques (prakshalan)
- KU6.** contra indications associated with each of the Advanced Vridha yoga techniques
- KU7.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application to Advanced Vridha yoga
- KU8.** yoga perspectives on the structure, states, functioning and conditions of the mind

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- KU9.** yoga perspectives on distracted/disturbed conditions of mind and their expressions as expressed in yoga sutras, Bhagavad Gita and other texts
- KU10.** other schools of yoga like bhakti yoga, gyan yoga, karma yoga, etc.
- KU11.** other types of yoga like ashtanga vinyasa, iyenger, rajadhiraj yoga, etc.
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- KU17.** contraindication of yoga practices for specific conditions and circumstances
- KU18.** human anatomy and physiology including all major systems of the body and their interrelationships, as relevant to the work of a Yoga Trainer
- KU19.** biomechanics & biopsychology as movement, as they relate to the practice of Advanced Vridha yoga and the work of a Yoga Trainer
- KU20.** yoga psychology
- KU21.** ergonomics
- KU22.** common pathologies and disorders of all major systems, including symptoms, management, illness trajectories, and contraindications as relevant to the work of a Yoga Trainer
- KU23.** vridha yoga practices and methods for self-enquiry related to establishing, practicing and maintaining ethical principles
- KU24.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU25.** 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 of 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:

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- 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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct the Advanced Vridha Yoga sessions</i>	29	71	-	-
1. ensure appropriate ambience for the elderly guests to perform the Advanced Vridha yoga sessions	1	3	-	-
2. provide appropriate opening and closure of the session through prayer/chanting/meditation	-	2	-	-
3. obtain permission/ notify the guests for a physical contact with the guest during Advanced Vridha yoga session, if required	1	2	-	-
4. obtain information on guests medical history, background, preferences, etc. before starting the Advanced Vridha yoga session	1	2	-	-
5. recognise, adjust and adapt to specific client/student needs in the evolving therapeutic/professional relationship	-	2	-	-
6. recognise and manage the subtle dynamics inherent in the teacher/ guest relationship	1	3	-	-
7. analyze the difficulties individuals are facing, due to ageing, in performing various Advanced Vridha yoga poses	1	2	-	-
8. suggest guests to substitute warm-ups with brisk walking and joint movements	1	2	-	-
9. teach standing yoga poses triangle pose (konasana series) and standing spinal twist (kati chakrasanas)	1	3	-	-
10. teach sitting yoga poses butterfly pose, cradling (if possible), body rotation, cat stretch and child pose (shishu asana)	1	2	-	-
11. teach yoga poses which are performed lying on the back or stomach and focus on repetitions rather than holding any posture such as the cobra pose (bhujangasana), the locust pose (shalabhasana) or the knee to chin press (pawanmuktasana)	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. teach yoga nidra which is by far the most essential part of any yoga practice, and as age progresses, it becomes even more essential to help assimilate the effect of the asana practice into our system	1	2	-	-
13. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	1	2	-	-
14. transmit the value of self-awareness and self-responsibility throughout the process	1	2	-	-
15. modify and adapt the sequence of yoga practices appropriate to the needs of guests	1	2	-	-
16. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	2	-	-
17. foster trust by establishing an appropriate environment through privacy, confidentiality and safety	1	3	-	-
18. practise effective, guest-centered communication based upon a respect for, and sensitivity to, individual familial, cultural, social, ethnic and religious factors	-	2	-	-
19. gather feedback, re-assess and refine the practice to determine short-term or long-term goals and priorities	1	2	-	-
20. address new and changing conditions, goals, aspirations and priorities of the guest and to provide appropriate support	1	2	-	-
21. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	3	-	-
22. maintain neat and clean work area at all times	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
23. inform guests about the various forms of Advanced Vridha yoga and its effect on body and mind	1	2	-	-
24. use a broad range of mind-body-based healing tools in conjunction with exercise based on needs, ages and ability levels to create effective practices against ailments	-	2	-	-
25. apply yogic principles to conduct Advanced Vridha yoga sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	2	-	-
26. perform and demonstrate all Advanced Vridha yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-
27. assist guests to perform all Advanced Vridha yoga techniques effectively	1	2	-	-
28. evaluate exercises performed by guests and recommend correction whenever required	1	2	-	-
29. coordinate with guests on yogic lifestyle counselling to ensure healthy body and mind	1	1	-	-
30. ensure guest satisfaction and assist in answering all guest queries	1	2	-	-
31. store guest and equipment records, securely in line with the organizations policies	1	2	-	-
32. leave the work area in a clean and hygienic condition suitable for further classes	1	2	-	-
33. communicate any shortcomings to the supervisor	1	2	-	-
NOS Total	29	71	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2216
NOS Name	Conduct the advanced vridha yoga sessions
Sector	Beauty & Wellness
Sub-Sector	Yoga
Occupation	Yoga Services
NSQF Level	6
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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/N2207.Conduct the advanced yoga sessions for holistic wellness and train the yoga instructors/trainers	25	75	0	0	100	25
BWS/N2205.Conduct advanced hatha yoga sessions and train the yoga instructors/trainers	24	76	0	0	100	25
BWS/N9001.Prepare and maintain work area	30	70	-	-	100	10
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	10
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	10
Total	168	382	-	-	550	90

Elective: 1 Senior Bal Yoga Trainer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2214.Conduct the advanced bal yoga sessions	25	75	0	0	100	10
Total	25	75	-	-	100	10

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Elective: 2 Senior Mahila Yoga Trainer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2215. Conduct the advanced mahila yoga sessions	28	72	0	0	100	10
Total	28	72	-	-	100	10

Elective: 3 Senior Vridha Yoga Trainer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2216. Conduct the advanced vridha yoga sessions	29	71	0	0	100	10
Total	29	71	-	-	100	10

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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