

Qualification Pack



Wellness Neurotherapist

QP Code: BWS/Q2301

Version: 3.0

NSQF Level: 3

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/Q2301: Wellness Neurotherapist

Brief Job Description

A wellness neurotherapist may carry out the work in a neurotherapy facility or at the client site. The job includes setting up the work area as per requirement, preparation of the set-up, positioning the client and carrying out the requisite rejuvenation procedure.

Personal Attributes

The job holder must adhere to instructions given by responsible seniors including Master or Senior Wellness Neurotherapist while carrying out therapy and related procedures.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N2301: Prepare and maintain the work area for neurotherapy procedures](#)
2. [BWS/N9907: Use basic health and safety practices in neurotherapy workplace](#)
3. [BWS/N2302: Carry out neurotherapy procedure as per recommendation](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Alternate Therapy & Rejuvenation
Occupation	Neurotherapy Services
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

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Minimum Educational Qualification & Experience	8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 year of (NTC/ NAC) after 8th OR 8th grade pass (with 1-year relevant experience)
Minimum Level of Education for Training in School	Ability to read and write
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	3.0
Reference code on NQR	2022/BW/BWSSC/06587
NQR Version	1

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BWS/N2301: Prepare and maintain the work area for neurotherapy procedures

Description

This unit is specifically designed to prepare learners with the required learning outcomes for carrying out preparation of the work area for neurotherapy procedures. This also includes maintaining the area in a safe and hygienic manner. The work may be done independently or together with other co-workers. He/she is responsible for own outcomes and must perform the given work in accordance with relevant health and safety guidelines.

Scope

The scope covers the following :

- This unit/task covers the following:
 - 1. Preparing the work area for procedures
 - 2. Post work activities

Elements and Performance Criteria

Preparing the work area for procedures

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

1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines (PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)
2. assess potential risks related to work and implement relevant safety measures where applicable
3. obtain tools, equipment and materials required for the procedures specified in adequate quantity and designated containers (Tools & equipment: weighing scale, height measuring instrument, procedure support stands, etc.)
4. arrange the tools in a safe and convenient manner for ease of usage during the procedure
5. confirm that the selected tools and equipment are in working order and safe to handle
6. ensure the appropriate environmental conditions for procedures at the site based on the following parameters: (Parameters: neat & tidy; good ventilation; appropriate room temperature; adequately lighted; etc.)
7. check that appropriate space requirements for each customer for the duration and type of procedure, based on the following factors (Requirements: movement requirements of both client and the therapist, posture, height to avoid feeling of suffocation, privacy, etc.)
8. ensure that the environment is suitable for procedures of different types of clients including age, sex and purpose
9. check that the bed is set with comfortable mattress, pillows and clean linen
10. ensure any stands for support are stable, rightly positioned as per space and support requirements
11. change bed linen if soiled and after every procedure as per organisational standards

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12. ensure clean towels and sanitizers are available for use as appropriate and positioned conveniently for use by customer and the therapist

Post work activities

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

13. rearrange the beds, pillows and stands as per standard requirements post the procedure
14. leave the work area in a safe condition after completing work
15. exercise safe working practices while dealing with tools and accessories
16. follow relevant electrical safety practices whenever required
17. return all tools, materials and equipment in appropriate storage location
18. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neurotherapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of procedures offered by the organization and related standards
- KU8.** use of appropriate personal protective equipment (PPE) required during preparing for procedures and during procedures
- KU9.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU10.** comply with relevant regulations and instructions related to client procedure & management
- KU11.** range of materials used for neurotherapy procedures such as powders, etc.
- KU12.** list of tools and equipment used in neurotherapy procedures
- KU13.** importance of referring to information from reliable sources on procedures, practices and precautions
- KU14.** factors affecting safety, comfort and convenience of customers and workers in a neurotherapy lab or site
- KU15.** how to estimate space requirements for customers, procedures and other related requirements
- KU16.** importance of returning all the used tools and equipment safely to their respective storage
- KU17.** importance and methodology of positioning stands and other support equipment
- KU18.** bed and pillow settings for procedures and types of clients

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- KU19.** various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.
- KU20.** various emergency conditions and related procedures
- KU21.** storage places and procedures for linen and other tools, materials and equipment
- KU22.** units of measurement used in measuring height and weight e.g. kg, m, cm, m, etc.

Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary
- GS3.** fill relevant activity records in log books, write in local language or English, procedure given, update stock records, etc.
- GS4.** record daily activities such as customer attendance, procedure time, nature of procedure, feedback, etc.
- GS5.** document age, sex, weight of customers
- GS6.** read English, Hindi or the local language appropriate to accurately interpret customer needs and procedures on customers forms and recommendation cards
- GS7.** read safety symbols or warning messages on materials, tools & equipment used
- GS8.** read instructions of information provided in local language related to work
- GS9.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS10.** can ask simple questions of a factual nature and understand answers expressed in simple language
- GS11.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS12.** take instructions completely so that no instruction is missed or misunderstood
- GS13.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS14.** use common procedure terms and technical jargon where required
- GS15.** when faced with difficult decisions, seek clarification from seniors at work
- GS16.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS17.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS18.** plan and organize an efficient work environment based on customer and own comfort, procedure requirements, safety, etc.
- GS19.** display and employ empathy by understanding customer concerns and requirements regarding procedures while addressing their needs at all stages of engagement
- GS20.** provide customers with all relevant information regarding the procedure including time, requirements, processes and support available

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- GS21.** ensure customer privacy and dignity is maintained at all times including considerations for appropriate levels of protection of customer information, customer attire, customer handling and manner of touch, addressing customers appropriately, etc.
- GS22.** address problems related to availability of supply of materials, tool and equipment, by seeking appropriate assistance, reporting problems to appropriate authority, making alternative arrangements within approved procedures, etc.
- GS23.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing the workarea for procedures</i>	18	50	-	-
1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.	2	5	-	-
2. assess potential risks related to work and implement relevant safety measures where applicable	2	5	-	-
3. obtain tools, equipment and materials required for the procedures specified in adequate quantity and designated containers (Tools & equipment: weighing scale, height measuring instrument, procedure support stands, etc.)	-	3	-	-
4. arrange the tools in a safe and convenient manner for ease of usage during the procedure	-	3	-	-
5. confirm that the selected tools and equipment are in working order and safe to handle	1	3	-	-
6. ensure the appropriate environmental conditions for procedures at the site based on the following parameters: (Parameters: neat & tidy; good ventilation; appropriate room temperature; adequately lighted; etc.)	2	5	-	-
7. check that appropriate space requirements for each customer for the duration and type of procedure, based on the following factors (Requirements: movement requirements of both client and the therapist, posture, height to avoid feeling of suffocation, privacy, etc.)	2	5	-	-
8. ensure that the environment is suitable for procedures of different types of clients including age, sex and purpose	2	5	-	-
9. check that the bed is set with comfortable mattress, pillows and clean linen	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. ensure any stands for support are stable, rightly positioned as per space and support requirements	2	4	-	-
11. change bed linen if soiled and after every procedure as per organisational standards	2	4	-	-
12. ensure clean towels and sanitizers are available for use as appropriate and positioned conveniently for use by customer and the therapist	2	4	-	-
<i>Post work activities</i>	7	25	-	-
13. rearrange the beds, pillows and stands as per standard requirements post the procedure	2	4	-	-
14. leave the work area in a safe condition after completing work	-	3	-	-
15. exercise safe working practices while dealing with tools and accessories	2	4	-	-
16. follow relevant electrical safety practices whenever required	2	4	-	-
17. return all tools, materials and equipment in appropriate storage location	-	3	-	-
18. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	-	3	-	-
19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements	1	4	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2301
NOS Name	Prepare and maintain the work area for neurotherapy procedures
Sector	Beauty & Wellness
Sub-Sector	Alternate Therapy & Rejuvenation
Occupation	Neurotherapy Services
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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BWS/N9907: Use basic health and safety practices in neurotherapy workplace

Description

This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the neurotherapy workplace. It covers responsibilities towards self, others, assets and the environment. It includes understanding of risks and hazards in the workplace, along with basic knowledge of common first aid applications, safe practices and accident prevention methods.

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:

1. use protective clothing/equipment in neurotherapy work (Protective clothing: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)
2. state the name and location of people responsible for health and safety in the workplace
3. set up and position the equipment, relevant products and tools in the work area to meet legal, hygiene and safety requirements
4. clean and sterilize all tools and equipment before use
5. maintain one's posture and position to minimize fatigue and the risk of injury
6. state methods of accident prevention in the work environment of the job role
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors
7. apply good housekeeping practices at all times
Good housekeeping practices: clean/tidy work areas, removal/disposal of waste, etc.
8. lift, carry or move objects from one place to another using appropriate safe working practices
9. keep oneself updated on the knowledge of the first aid procedures
10. identify and document potential risks and hazards in the workplace
11. accurately maintain accident reports
12. report health and safety risks/ hazards to concerned personnel
13. use tools, equipment and relevant products in accordance with standard operation procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organizations policies and procedures to address risks and hazards
- KU2.** health and safety requirements in the organization
- KU3.** health and safety hazards commonly present in the work environment and related precautions
- KU4.** possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible
- KU5.** methods of accident prevention
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors
- KU6.** safe working practices when working with tools and equipment
- KU7.** importance of using protective clothing/equipment while working
- KU8.** adherence to environmental management policies
- KU9.** precautionary activities to prevent the fire accident
- KU10.** content of written accident report
- KU11.** contraindications related to wellness neurotherapy procedures
- KU12.** how to sterilize and disinfect equipment/ tools
- KU13.** manufacturers instructions related to equipment and product use and cleaning
- KU14.** knowledge of applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of relevant work equipment and tools, etc.)

Generic Skills (GS)

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

- GS1.** document reports, task lists, and schedules with co-workers in English or local language
- GS2.** prepare clients status and progress reports where ever necessary in English or local language
- GS3.** read clients procedure recommendation card and interpret clients needs correctly
- GS4.** read about new procedures and services with regards to the scope of work and in reference to the organizations operation framework
- GS5.** question coworkers appropriately in order to clarify instructions and other issues
- GS6.** give clear instructions to coworkers, subordinates and others
- GS7.** question client appropriately in order to understand the nature of needs
- GS8.** give clear instructions related to procedures to client
- GS9.** keep clients informed about neurotherapy procedures
- GS10.** avoid using jargon, slang or acronyms when communicating with client, unless it is required
- GS11.** make appropriate decisions pertaining to the scope of work and intended work objective; span of authority; responsibility; laid down procedure and guidelines, etc.
- GS12.** plan and organize own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
- GS13.** manage cordial relationships with clients who may be in discomfort and stress
- GS14.** show empathy and follow customer centric approach during neurotherapy procedures

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- GS15.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS16.** identify immediate or temporary solutions to resolve delays
- GS17.** identify sources of support that can be availed of for problem solving for various kind of problems
- GS18.** seek appropriate assistance from other sources to resolve problems
- GS19.** report problems that you cannot resolve to appropriate authority
- GS20.** identify cause and effect relations in their area of work
- GS21.** use cause and effect relations to anticipate potential problems and their solution
- GS22.** 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>Maintain health and safety at the workplace</i>	30	70	-	-
1. use protective clothing/equipment in neurotherapy work(Protective clothing: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.)	2	6	-	-
2. state the name and location of people responsible for health and safety in the workplace	2	5	-	-
3. set up and position the equipment, relevant products and tools in the work area to meet legal, hygiene and safety requirements	3	7	-	-
4. clean and sterilize all tools and equipment before use	3	5	-	-
5. maintain one's posture and position to minimize fatigue and the risk of injury	2	6	-	-
6. state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices; instruction from colleagues and supervisors	2	4	-	-
7. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste, etc.	3	6	-	-
8. lift, carry or move objects from one place to another using appropriate safe working practices	2	4	-	-
9. keep oneself updated on the knowledge of the first aid procedures	2	4	-	-
10. identify and document potential risks and hazards in the workplace	2	4	-	-
11. accurately maintain accident reports	2	6	-	-
12. report health and safety risks/ hazards to concerned personnel	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
13. use tools, equipment and relevant products in accordance with standard operation procedures	3	8	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9907
NOS Name	Use basic health and safety practices in neurotherapy workplace
Sector	Beauty & Wellness
Sub-Sector	Alternate Therapy & Rejuvenation
Occupation	Neurotherapy Services
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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BWS/N2302: Carry out neurotherapy procedure as per recommendation

Description

This unit is specifically designed to prepare learners with the required learning outcomes for carrying out neurotherapy procedures as per recommendation. This also includes delivering these in a safe and hygienic manner bearing in mind customer comfort, privacy and dignity. The work is usually done independently but may sometimes be done with assistance of other co-workers. He/she is responsible for own outcomes and must perform the given work in accordance with relevant health and safety guidelines.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Pre-procedure activities
 2. Carry out procedures
 3. Post procedure activities

Elements and Performance Criteria

Pre-procedure activities

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

1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.
2. assess potential risks related to work and implement relevant safety measures where applicable
3. sanitise hands prior to procedure using appropriate sanitiser
4. ensure personal presentation and grooming is appropriate to convey a professional appearance Personal presentation and grooming: e.g. neatly combed hair, washed and clean hands and face, clean uniform or clothes, trimmed nails, procedure cap and appropriate, odourless socks and footwear, etc
5. read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer
6. estimate time requirements and convey the same to the customer prior to procedure based on procedure specifications and organisational standards
7. confirm that the materials, tools and equipment required for the procedure are available at hand and ready for use
8. greet the customer appropriately in a courteous manner
9. ensure to check that there are no new symptoms or conditions that may require attention prior to procedure
10. report any new symptoms or conditions to appropriate authority to check its implications for procedures or further customer advise
11. decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely Symptoms: e.g. open wounds, fracture indicated by increasing swelling, unusual tenderness, etc

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- 12.** ensure customer is dressed comfortably and any watch, jewellery or mobile phones are stored away safely prior to commencement of procedure
- 13.** ensure that the customer is comfortable in the environment for procedure
- 14.** address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards
- 15.** ensure the set-up is as per procedure requirement and organisational standard, adjust the set-up as required for customer comfort and procedure requirements
- 16.** address and respond to customer queries with an appropriate response, provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available

Carry out procedure activities

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

- 17.** politely and clearly instruct the customer to take appropriate position for the specific procedure to be given
- 18.** assist the customer with requisite physical support to achieve desired position, where required, in a professional manner Professional manner: e.g. take permission from the customer, do not touch the customer inappropriately, ensure customer comfort and dignity, check if the customer is comfortable during and after the shift, etc
- 19.** change the position of the supporting stands as required
- 20.** use materials like talcum powder in the required quantity and for approved purpose as per organisational or specified reference standards
- 21.** ensure the procedure do not cause discomfort or discomfort to the customer
- 22.** apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards
Massage techniques: e.g. feather touch or light massage, deep tissue massage Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.
- 23.** adhere to the specified sequence in which procedure is to be done as per the recommendation
- 24.** complete the procedure sequence within acceptable time frames as per organisational standards
- 25.** address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.

Post work activities

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

- 26.** check with the customer if they are satisfied with the procedure in a courteous manner
- 27.** check if the guest is experiencing any unusual discomfort post the procedure
- 28.** report any unusual symptoms or conditions to the senior therapist immediately
- 29.** thank customers for their patronage and wish them appropriately
- 30.** rearrange the beds, pillows and stands as per standard procedures post the procedure
- 31.** leave the work area in a safe condition after completing work
- 32.** return all tools, materials and equipment in appropriate storage location
- 33.** collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service

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34. exercise safe working practices while dealing with tools and accessories
35. follow relevant electrical safety practices whenever required
36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements
37. update records as required post procedure in line with organizational standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant health and safety requirements applicable in wellness neuro-therapy
- KU2.** own job role and responsibilities and sources for information pertaining to entitlements, job role and responsibilities
- KU3.** inter-dependent functions, lines and procedures
- KU4.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** relevant people and their responsibilities within the work area
- KU7.** scope of procedures offered by the organisation and related standards
- KU8.** use of appropriate personal protective equipment (PPE) while preparing for procedures and during procedures
- KU9.** identify hazards associated with the work and adhere to relevant health and safety practices
- KU10.** comply with relevant regulations and instructions related to patient procedure & management
- KU11.** range of materials used for neurotherapy procedures such as powders, etc.
- KU12.** list of tools and equipment used in neurotherapy procedures
- KU13.** importance of referring to information from reliable sources on procedures, practices and precautions
- KU14.** factors affecting safety, comfort and convenience of customers and workers in a neuro-therapy lab or site
- KU15.** how to estimate space requirements for customers, procedures and other related requirements
- KU16.** importance of returning all the used tools and equipment safely to their respective storage
- KU17.** importance and methodology of positioning stands and other support equipment
- KU18.** bed and pillow settings for procedures and types of clients
- KU19.** various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.
- KU20.** various emergency conditions and related procedures
- KU21.** storage places and procedures for linen and other tools, materials and equipment
- KU22.** various body points on which pressure is applied and their significance
- KU23.** various procedures and their purpose

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- KU24.** various procedures and its specifications including points of massage or pressure, extent of pressure to be applied, direction, duration and frequency
- KU25.** various symptoms or conditions in which not to proceed with the procedures
- KU26.** various aspects of human dignity and precautions to be taken to protect someones dignity during procedure
- KU27.** different methodologies of massage including feather touch massage or deep tissue massage
- KU28.** correct procedures to apply pressure at various body points
- KU29.** difference between appropriate and inappropriate ways of touching patients
- KU30.** importance of customer privacy and confidentiality
- KU31.** importance of accurate record keeping
- KU32.** storage principles and importance of following correct storage methods
- KU33.** importance of not extending ones scope of authority and expertise while dealing with customers
- KU34.** importance of reporting issues and customer discomfort to seniors in a timely manner
- KU35.** stress, anxiety and their negative effects on health and well being
- KU36.** factors contributing to stress and how to contribute towards maintaining a stress anxiety free work environment
- KU37.** various elements of health and well being
- KU38.** importance of addressing customer complaints in a timely and effective manner
- KU39.** importance of customer feedback and taking action on it

Generic Skills (GS)

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

- GS1.** write clearly and legibly in English, Hindi or the local language
- GS2.** write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary
- GS3.** fill relevant activity records in log books, write in local language or English, procedure given, update stock records, etc.
- GS4.** record daily activities such as customer attendance, procedure time, nature of procedure, feedback, etc.
- GS5.** document age, sex, weight of customers
- GS6.** read English, Hindi or the local language appropriate to accurately interpret customer needs and procedures on customers forms and recommendation cards
- GS7.** read safety symbols or warning messages on materials, tools & equipment used
- GS8.** read instructions of information provided in local language related to work
- GS9.** speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary
- GS10.** can ask simple questions of a factual nature and understand answers expressed in simple language.

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- GS11.** inform relevant authority of issues or any or problems in work area in any language understood locally
- GS12.** take instructions completely so that no instruction is missed or misunderstood
- GS13.** seek clarification and understanding where instructions are not clear in any language understood locally
- GS14.** use common procedure terms and technical jargon where required
- GS15.** when faced with difficult decisions seek clarification from seniors at work
- GS16.** take decisions at work within limits to authority and decision making scope approved by organisation
- GS17.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS18.** plan and organize an efficient work environment based on customer and own comfort, procedure requirements, safety, etc.
- GS19.** display and employ empathy by understanding customer concerns and requirements regarding procedures while addressing their needs at all stages of engagement
- GS20.** provide customers with all relevant information regarding the procedure including time, requirements, processes and support available
- GS21.** ensure customer privacy and dignity is maintained at all times including considerations for appropriate levels of protection of customer information, customer attire, customer handling and manner of touch, addressing customers appropriately, etc.
- GS22.** address problems related to availability of supply of materials, tool and equipment, by seeking appropriate assistance, reporting problems to appropriate authority, making alternative arrangements within approved procedures, etc.
- GS23.** account for multiple considerations and priorities and related cause and effect impact before taking decision related to own scope of work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-procedure activities</i>	12	32	-	-
1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines PPE: appropriate footwear; lab coat; mask; gloves; headgear, apron; etc.	1	2	-	-
2. assess potential risks related to work and implement relevant safety measures where applicable	1	2	-	-
3. sanitise hands prior to procedure using appropriate sanitiser	1	2	-	-
4. ensure personal presentation and grooming is appropriate to convey a professional appearance Personal presentation and grooming: e.g. neatly combed hair, washed and clean hands and face, clean uniform or clothes, trimmed nails, procedure cap and appropriate, odourless socks and footwear, etc	1	2	-	-
5. read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer	1	2	-	-
6. estimate time requirements and convey the same to the customer prior to procedure based on procedure specifications and organisational standards	1	2	-	-
7. confirm that the materials, tools and equipment required for the procedure are available at hand and ready for use	1	2	-	-
8. greet the customer appropriately in a courteous manner	1	2	-	-
9. ensure to check that there are no new symptoms or conditions that may require attention prior to procedure	-	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. report any new symptoms or conditions to appropriate authority to check its implications for procedures or further customer advise	-	2	-	-
11. decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely Symptoms: e.g. open wounds, fracture indicated by increasing swelling, unusual tenderness, etc	1	2	-	-
12. ensure customer is dressed comfortably and any watch, jewellery or mobile phones are stored away safely prior to commencement of procedure	-	2	-	-
13. ensure that the customer is comfortable in the environment for procedure	1	2	-	-
14. address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards	-	2	-	-
15. ensure the set-up is as per procedure requirement and organisational standard, adjust the set-up as required for customer comfort and procedure requirements	1	2	-	-
16. address and respond to customer queries with an appropriate response, provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available	1	2	-	-
<i>Carry out procedure activities</i>	8	20	-	-
17. politely and clearly instruct the customer to take appropriate position for the specific procedure to be given	1	2	-	-
18. assist the customer with requisite physical support to achieve desired position, where required, in a professional manner Professional manner: e.g. take permission from the customer, do not touch the customer inappropriately, ensure customer comfort and dignity, check if the customer is comfortable during and after the shift, etc	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
19. change the position of the supporting stands as required	-	2	-	-
20. use materials like talcum powder in the required quantity and for approved purpose as per organisational or specified reference standards	1	2	-	-
21. ensure the procedure do not cause discomfort or discomfort to the customer	1	2	-	-
22. apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards Massage techniques: e.g. feather touch or light massage, deep tissue massage Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.	1	2	-	-
23. adhere to the specified sequence in which procedure is to be done as per the recommendation	1	2	-	-
24. complete the procedure sequence within acceptable time frames as per organisational standards	1	3	-	-
25. address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.	1	3	-	-
<i>Post work activities</i>	3	25	-	-
26. check with the customer if they are satisfied with the procedure in a courteous manner	1	2	-	-
27. check if the guest is experiencing any unusual discomfort post the procedure	-	2	-	-
28. report any unusual symptoms or conditions to the senior therapist immediately	-	2	-	-
29. thank customers for their patronage and wish them appropriately	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
30. rearrange the beds, pillows and stands as per standard procedures post the procedure	-	2	-	-
31. leave the work area in a safe condition after completing work	-	2	-	-
32. return all tools, materials and equipment in appropriate storage location	1	2	-	-
33. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	-	2	-	-
34. exercise safe working practices while dealing with tools and accessories	-	2	-	-
35. follow relevant electrical safety practices whenever required	-	2	-	-
36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements	-	3	-	-
37. update records as required post procedure in line with organizational standards	-	2	-	-
NOS Total	23	77	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N2302
NOS Name	Carry out neurotherapy procedure as per recommendation
Sector	Beauty & Wellness
Sub-Sector	Alternate Therapy & Rejuvenation
Occupation	Neurotherapy Services
NSQF Level	3
Credits	8
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQF Clearance Date	17/11/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values – Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

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

Financial and Legal Literacy

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

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

Essential Digital Skills

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

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

Entrepreneurship

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

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

Customer Service

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

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

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N2301.Prepare and maintain the work area for neurotherapy procedures	25	75	-	-	100	20
BWS/N9907.Use basic health and safety practices in neurotherapy workplace	30	70	-	-	100	50
BWS/N2302.Carry out neurotherapy procedure as per recommendation	23	77	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	98	252	0	0	350	100

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.

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