

# Participant Handbook

Sector  
**Beauty & Wellness**

Sub-Sector  
**Beauty & Salon**

Occupation  
**Skincare Services**

Reference ID: **BWS/Q0102, Version .0**  
**NSQF Level: 4**



## Beauty Therapist

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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY & WELLNESS SECTOR SKILL COUNCIL**

for the

**PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of

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This Participant Handbook is dedicated to all the aspiring youth who desire to achieve special skills which would be a lifelong asset for their future endeavors and help them make a bright career in the Beauty and Wellness Sector.

## About this book

Welcome to the “Beauty Therapist” training programme. This PHB intends to facilitate the participants with detailed knowledge about the concept of beauty & wellness industry, Beauty Therapist for skincare services profession and their functioning.

This Participant Handbook is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/ topics and additional topics.

1. Introduction (Bridge Module)
2. BWS/N9001 Prepare and maintain work area
3. BWS/N0104 Perform skin care services
4. BWS/N0105 Perform hair removal services
5. BWS/N0401 Provide manicure and pedicure services
6. BWS/N0106 Perform makeup services
7. BWS/N0128 Operate and apply electrical/electronic equipment for facial beauty services safely and effectively
8. BWS/N0129 Perform salon reception duties
9. BWS/N9002 Maintain health and safety of workplace
10. BWS/N9003 Create a positive impression at the workplace
11. Employability Skills

## Symbols Used



Key Learning  
Outcomes



Unit  
Objectives



Exercise




Tips

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# 1. Introduction

Unit 1.1 - Objectives of the Program

Unit 1.2 - Introduction to Beauty and Wellness Industry  
in India



## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Evaluate the Beauty Industry
2. Recognize the job role of a Beauty Therapist
3. Identify few major companies of the sector

## UNIT 1.1: Overview Of the Beauty Industry

### Unit Objectives

**At the end of this unit, participant will be able to:**

1. Analyze the Beauty Industry
2. Evaluate the career aspects in the Industry

### Overview of Beauty Industry

The Global beauty industry is one of the most fascinating areas for consumers. The industry has been witnessing dramatic changes in the world market. These changes are mostly economic, cultural and the social transformations taking in different parts of the modern world. The industry has been able to pull a huge demand of products and services from the consumers worldwide; globalization is the major reason behind an extraordinary production of the products and services in this sector. In the last two decades the Global Beauty Market has grown by 4.5% a year on average, with annual growth ranging from 3% to 5.5%.

The Global Beauty market is generally divided into five segments: Skincare, Hair care, Colour (make-up), Fragrances and Toiletries. These segments are diverse yet interrelated which provides the consumers with a range of services, making them satisfied. In everyday life, each person follows a regime of personalized beautification, which includes: shower, shave, shampoo, weekly nail trim and monthly haircut. The next step is the holistic view of our beautification ritual which may include periodic visit to the beauty salon. The beauty salon has been increasingly improvising the various services, some of them includes; hair styling, hair removing, facials, nail care and many more such services.

The beauty industry has been growing phenomenally every year. Women contribute approximately 85 % of salon industry revenue, while men's facial care is the next big wave to hit globally. The rising influence on the middle class has upgraded the consumption lifestyles and willingness for adapting expensive services. The expansion of Spa and Salons are visible in luxurious hotels, Resorts, Cruises and many more such places which gives a huge platform for employment as well.

### Career prospects in the Industry

The global fashion industry is estimated to be worth over 1 Trillion Euro, or about 2% of the value of the world economy. An estimated 4 million people are employed around the world in this industry, which includes: fashion design, sourcing materials, manufacturing, distribution, marketing, retailing, advertising, communications, publishing and consulting and many more. Out of the several employment options, this course will be focusing on the role and responsibilities of an Beauty Therapist.

## UNIT 1.2: Job Role of a Beauty Therapist

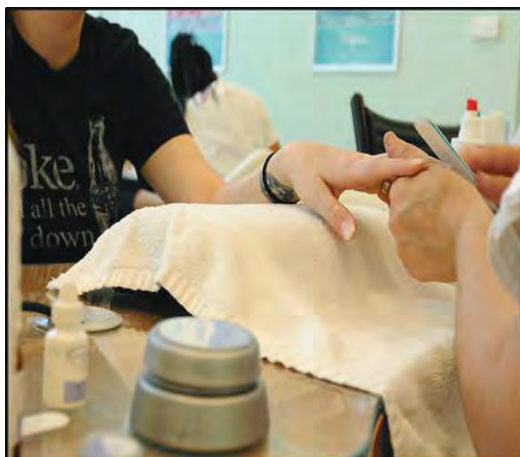
### Unit Objectives

At the end of this unit, participant will be able to:

1. Analyze the job role of an Beauty Therapist

#### Role of an Beauty Therapist

A Beauty Therapist is a professionally trained individual who specializes in beauty services for both face and body. A beauty therapist performs various duties such as providing skincare services, apply makeup, removal of unwanted hair, and manicure and pedicure services by maintaining health, safety and hygiene at workplace. The person needs to be knowledgeable on various beauty and make-up products, and a range of beauty services.



*Fig 1.2.1: Work in action in a salon*

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

#### Key Attributes of a Beauty Therapist :

- To provide basic skin care treatment.
- To carry out basic depilation services.
- To provide manicure and pedicure services.
- To assist the beauty therapist performing beauty services.

## UNIT 1.3: Few Major Companies Of The Sector

### Unit Objectives

At the end of this unit, participant will be able to:

1. Identify few major companies of the sector

#### Few major Beauty Industries

Below is the list of 5 top beauty brands available in India that we all love for different reasons :

- **Lakme** – It is the most trusted brand in India. Lip liners and lipsticks, nail paints and eye shadows, eye liners and eye shadows, foundations and blushes, are few of the most sold products. Lakme belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates. It never fails to disappoint its customers with its qualitative and budget friendly Lakme products.



- **L'Oreal** – The next product in the line is L'Oreal. The biggest hit of this brand is its star collection of lipsticks. L'Oreal also offers a marvellous range of hair care products like shampoos, conditioners, masques, serums etc. L'Oreal is undoubtedly one of the finest products available in India.

L'ORÉAL  
PARIS

- **Revlon** – It is an international brand and came to India at the beginning of this century. It offers a wide range of beauty cosmetics like: lipsticks, mascaras, eye liners, nail paints, lipsticks, lip glosses and many more. The rates of Revlon are at the higher edge, but the products are worth the rate.



- **Avon** - This foreign brand is mainly used by Indian women as it also offers them a chance to work from home and become a sales representative for Avon. It offers an amazing range of products ranging from skin care, hair care, cosmetics, fragrances, personal care, etc. The products are moderately priced. Within these few years, the brand has secured a good position in India and is counted among the top most brands in the country.



- **Shahnaz Husain** – It has been named after the founder of the company, Shahnaz Husain in 1970. It is one of the leading brands available in India. Shahnaz Husain products are mainly used by the elder females. The brand is well known for its anti-aging treatments and the popular Ayurvedic Kajal.



## Exercise

**A. Choose the correct option :**

1. In the last two decades the Global Beauty Market has grown by \_\_\_\_\_ a year on average, with annual growth ranging from 3% to 5.5%.
  - a) 10.5%
  - b) 4.5%
  - c) 1.5%
2. The expansion of \_\_\_\_\_ are visible in luxurious hotels, Resorts, Cruises and many more such places which gives a huge platform for employment as well.
  - a) Spa and Salons
  - b) Toiletries
  - c) Cutlery Detailing
3. The global fashion industry is estimated to be worth over \_\_\_\_\_ or about 2% of the value of the world economy.
  - a) 1 Billion Euro
  - b) 5 Million Euro
  - c) 1 Trillion Euro
4. Proficiency in \_\_\_\_\_ and keen service orientation would help in providing world class services to the clients.
  - a) Cleaning
  - b) Communication
  - c) Cooking
5. \_\_\_\_\_ belongs to the Unilever brand which is ruling the Indian market with their products priced at moderate rates.
  - a) Lakme
  - b) Lays
  - c) Pepsi







## 2. Prepare And Maintain Work Area

Unit 2.1 - Prepare and Maintain Work Area



**BWS/N9001**

## Key Learning Outcomes



**At the end of this module, participant will be able to:**

1. Prepare and maintain the work area
2. Prepare client record cards
3. Prepare a client for service
4. Follow sterilisation and disinfection methods
5. Improve personal presentation and ideal behaviour
6. Identify ways to dispose of waste correctly

## UNIT 2.1: Prepare and Maintain the Work Area

### Unit Objectives

At the end of this unit, participant will be able to:

1. Prepare and maintain work area
2. Illustrate the process of filling the client record card
3. Explain the process of preparing a client for service
4. Illustrate sterilisation and disinfection methods
5. Demonstrate the method of improve personal presentation and ideal behaviour
6. Demonstrate the process of disposal of waste correctly

### 2.1.1 Introduction

A beauty salon's reputation rests strongly on its cleanliness and hygiene. While preparing the work area one must have the knowledge and expertise to setup the required tools and equipment, products needed to carry out the treatment as well as provide comfortable seating for the client and yourself.

Efficient running of a salon also includes proper disposing of waste materials after treatment, maintaining client record and stressing on the personal hygiene and appearance of the therapist.

As a first step into the beauty industry, you will be expected to assist senior beauty professionals by setting up trolleys for the treatment, preparing work areas and clients.

### 2.1.2 Record Cards

A Record Card is a document maintained in the salon where details of the treatment and services availed by the client is documented. A therapist might also incorporate in it suggestions for future treatment, particulars about the client including information about any disease or particular choice. A record card comes in very handy for a Beauty Therapist and helps her/him to provide better service to clients.

- The record card contains specifications of appointments thus enabling the service provider to be ready for the client.
- It advises the beauty executive about a client's skin type, products used, likes and dislikes
- You must ensure that every card has details such as the client's name, address, date of birth and anniversary.
- The card must be referred to by the therapist before the commencement of service.

### 2.1.3 The Treatment Room

A treatment room is a substitute for a beauty salon. It must be well-equipped and comfortable to the client.



Fig 2.1.3.1: Treatment room

**Setting up for treatment:** A therapist must prepare the trolley with all required equipment and products for the treatment. You must ensure that the work area is organised and hygiene.

Following is a checklist of a treatment room:

- The client's record and pen
- A gown for the client and hooks to hang clothes
- Clean towels
- The treatment couch must be dry and clean.
- Trolley and other work surfaces must be sterilised.
- The trolley must be ready with all the required products and tools.
- The trolley must also have sufficient cotton and tissues.

### 2.1.4 Equipment And Products Needed For Various Treatments

The following are the products, materials and equipment, which should be known to the Beauty Therapists for providing beauty services:



Facial beds



Manicure tables



hairs for threading,  
shampooing, hair cutting,  
pedicure, etc.



Steamer/Vaporizer



Facial Massagers (Vibrators)



Wax heater