



# Model Curriculum

**QP Name: Senior Beauty Therapist**

**QP Code: BWS/Q0104**

**QP Version: 4.0**

**NSQF Level: 5**

**Model Curriculum Version: 4.0**

Beauty & Wellness Sector Skill Council  
Office no. - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba  
Gandhi Marg, Connaught Place, Delhi-110001



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## Training Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO</b>	NCO-2015/5142.0100
<b>Minimum Educational Qualification and Experience</b>	Completed 2nd year of 3-year/ 4-years UG in beauty OR 12 <sup>th</sup> passed with 2 year of any combination of NTC/NAC/CITS or equivalent in beauty industry OR Completed 3-year diploma after 10 <sup>th</sup> with 1.5-year relevant experience in beauty industry OR 12 <sup>th</sup> grade pass with 3-year relevant experience in beauty industry OR 10 <sup>th</sup> grade pass with 6-year relevant experience in beauty industry OR Previous relevant qualification of NSQF level 4 with 3-year relevant experience in beauty industry OR Previous relevant qualification of NSQF level 4.5 with 1.5-year relevant experience in beauty industry
<b>Pre-Requisite License or Training</b>	-
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	16-12-2025
<b>Next Review Date</b>	16-12-2028
<b>NSQC Approval Date</b>	On File Approval
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	16-12-2025
<b>Model Curriculum Valid Up to Date</b>	16-12-2028
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	600:00 Hrs.
<b>Maximum Duration of the Course</b>	600:00 Hrs.



# Program Overview

This section summarizes the end objectives of the program along with its duration.

## Training Outcomes

At the end of the program, the learner will be able to:

- Explain the objectives of the program
- Explain the roles & responsibilities of Senior Beauty Therapist
- Prepare and maintain work area
- Perform skin care services
- Perform hair removal services
- Perform makeup services
- Perform hair styling and dressing
- Perform facial electrotherapy
- Maintain health and safety of work area
- Create a positive impression at work area
- Manage and lead a team
- Consult and advise clients
- Promote and sell services and products
- Discuss the importance of employability skills

## Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>BWS/N9001 - Prepare &amp; maintain the work area V5.0, NSQF Level 3</b>	10:00	20:00	-	-	30:00
Module 1 Introduction to the program and the role of Senior Beauty Therapist	01:00	00:00	-	-	01:00
Module 2 Prepare and maintain work area	09:00	20:00	-	-	29:00
<b>BWS/N0104 Perform skin care services V8.0, NSQF Level 5</b>	30:00	60:00	-	-	90:00
Module 3 Perform skin care services	30:00	60:00	-	-	90:00



<b>BWS/N0105:</b> <b>Perform hair removal services V7.0, NSQF Level 5</b>	10:00	20:00	-	-	30:00
Module 4 Perform hair removal services	10:00	20:00	-	-	30:00
<b>BWS/N0106 Perform make-up services V9.0, NSQF Level 5</b>	20:00	40:00	-	-	60:00
Module 5 Perform make-up services	20:00	40:00	-	-	60:00
<b>BWS/N0208 Perform hair styling and dressing, V7.0, NSQF Level 5</b>	10:00	20:00	-	-	30:00
Module 6 Perform hair styling and dressing	10:00	20:00	-	-	30:00
<b>BWS/N0107: Perform facial electrotherapy V5.0, NSQF Level 5</b>	20:00	40:00	-	-	60:00
Module 7 Perform facial electrotherapy	20:00	40:00	-	-	60:00
<b>BWS/N9002- Maintain health and safety at the workplace V5.0, NSQF Level 3</b>	10:00	20:00	-	-	30:00
Module 8 Maintain health and safety at the workplace	10:00	20:00	-	-	30:00
<b>BWS/N9003- Create a positive impression at the workplace V5.0, NSQF Level 3</b>	10:00	20:00	-	-	30:00
Module 9 Create a positive impression at the workplace	10:00	20:00	-	-	30:00
<b>BWS/N9004 - Manage and lead a team, V4.0, NSQF Level 5</b>	10:00	20:00	-	-	30:00
Module 10 Manage and lead a team	10:00	20:00	-	-	30:00
<b>BWS/N9005 - Consult and advise clients, V5.0, NSQF Level 5</b>	10:00	20:00	-	-	30:00
Module 11 Consult and advise clients	10:00	20:00	-	-	30:00



<b>BWS/N9006 - Promote and sell services and products, V4.0, NSQF Level 5</b>	10:00	20:00	-	-	30:00
Module 12 Promote and sell services and products	10:00	20:00	-	-	30:00
<b>DGT/VSQ/N0102 Employability Skills (60 hours) V1.0, NSQF Level 4</b>	20:00	40:00	-	-	60:00
Module 13 Employability Skills	20:00	40:00	-	-	60:00
Introduction to Employability Skills	01:00	02:00	-	-	03:00
Constitutional values - Citizenship	02:00	04:00	-	-	06:00
Becoming a Professional in the 21st Century	02:00	04:00	-	-	06:00
Basic English Skills	02:00	04:00	-	-	06:00
Career Development & Goal Setting	02:00	04:00	-	-	06:00
Communication Skills	02:00	04:00	-	-	06:00
Diversity & Inclusion	01:00	02:00	-	-	03:00
Financial and Legal Literacy	02:00	04:00	-	-	06:00
Essential Digital Skills	02:00	04:00	-	-	06:00
Entrepreneurship	02:00	04:00	-	-	06:00
Customer Service	01:00	02:00	-	-	03:00
Getting ready for apprenticeship & Jobs	01:00	02:00	-	-	03:00
<b>On-the-Job Training (Mandatory)</b>	<b>00:00</b>	<b>00:00</b>	<b>90:00</b>	-	<b>90:00</b>
<b>Total Duration</b>	<b>170:00</b>	<b>340:00</b>	<b>90:00</b>	-	<b>600:00 Hrs.</b>



## Module Details

### Module 1: Introduction to the program and the role of Beauty Therapist

*Mapped to Bridge Module*

**Terminal Outcomes:**

- Explain the objectives of the program
- Explain the roles & responsibilities of Senior Beauty Therapist
- List the career opportunities in skincare services

Duration: 01:00 Hrs.	Duration: 00:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• overview of beauty and wellness industry</li><li>• discuss the purpose of the program</li><li>• discuss the various beauty treatments, tools, and techniques</li><li>• explain the roles and responsibilities of senior beauty therapist</li><li>• discuss the career opportunities in skincare services</li></ul>	
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Basic Stationary, Study Materials	



## Module 2 Prepare and maintain work area

*Mapped to BWS/N9001, V5.0*

### Terminal Outcomes:

- Carry out preparation and maintenance of work area

<b>Duration: 09:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Discuss the significance of maintaining hygienic, safe, disinfected and suitable ambient conditions at work place; such as by using air purifiers to reduce dust, dander, smoke, allergens &amp; odour resulting in a healthier, fresher &amp; cleaner environment and 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 co-workers/ clientele, etc.</li><li>• Identify and prepare equipment &amp; products required for the respective service</li><li>• Discuss the instructions required in preparing a sterilization solution as per organizational standards using approved products and as per manufacturer's and checking leakages</li><li>• Identify need of segregating recyclable, non-recyclable and hazardous waste generated in separate bin</li><li>• Conduct employee awareness program; such as for COVID-19 by displaying posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises</li></ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Demonstrate organizing the sterilized/ disinfected equipment for a service delivery; equipment such as bowls, cotton etc.</li><li>• Demonstrate disposing of waste in the designated area at work place; waste materials such as disposable triple layered surgical face mask, disposable gloves, etc.</li><li>• Demonstrate the use of electrical equipment while providing services and its proper maintenance when not in use</li><li>• Prepare reports of materials and equipment securely in line with the organisational policies</li><li>• Apply digital mode of payment to lessen any kind of cross infection; digital mode such as use of debit/credit cards, internet banking, mobile wallets, digital payment apps, etc.</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Therapy Bed, Beauty Trolley, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bin, Record Book, Bowls, Basket, Recliner Chair, Facial Tissues, Apron, Cotton, Stool, Towels, Sanitiser, Masks, etc.	



## Module 3 Provide skin care services

*Mapped to BWS/N0104, V8.0*

### Terminal Outcomes:

- Perform skin care services; such as cleansing, exfoliation, facial, toning and moisturizing
- Perform hydrafacial services

<b>Duration: 30:00 Hrs.</b>	<b>Duration: 60:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Describe the anatomical structure of the skin; such as the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings</li><li>• Identify the functions of the skin; such as sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production</li><li>• Identify the characteristics of the skin, its type and conditions</li><li>• Identify the effect of the natural ageing process on the skin, facial muscles and muscle tone</li><li>• Explain the functions of the circulatory and the lymphatic systems of the body</li><li>• Identify various environmental and lifestyle factors affecting the skin</li><li>• Identify erythema and its causes</li><li>• Explain the steps of performing hydra facial services</li><li>• Identify the allergies, contraindications and contra-actions of the skin accurately</li><li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li></ul>	<ul style="list-style-type: none"><li>• Prepare the client, self and work area for basic skin care services</li><li>• Apply facial and bleach techniques for clients basis on the skin conditions; facials such as skin lighting, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc. and skin conditions such as psoriasis, eczema, acne, etc.</li><li>• Perform suitable course of services and procedures for various skin types and conditions, and recommended frequency of service - daily, weekly, monthly, etc.</li><li>• Differentiate between various types of specialist skin products and methods</li><li>• Categorise the benefits of various beauty services; such as used for cleansing, exfoliating and toning the skin</li><li>• Massage by applying masks and skin care products &amp; warm the skin using different types of skin warming devices</li><li>• Perform safe manual black head extraction using comedone extractor</li><li>• Illustrate different types of masks and their effects on the skin like cream, warm oil, clay, peel off, thermal, etc.</li><li>• Demonstrate the process of hydra facial services</li><li>• Perform aftercare services by recommending basic home care routine for skin protection</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	



### Tools, Equipment and Other Requirements

Anatomy and Physiology Charts of Skin, Therapy Bed, Beauty Stool/Chair, Trolley, Bowls, Sterilizer, Comedone Remover, Face Steamer, Pack Brush, Dustbin, Consumables, etc.



## Module 4 Perform hair removal services

*Mapped to BWS/N0105, V7.0*

### Terminal Outcomes:

- Carry out Prepare the client for service
- Special techniques for threading
- Perform waxing of various body areas
- Brazilian wax
- Peel off wax
- Roller wax
- Performing post-procedure tasks

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Describe the importance of proper consulting, planning and preparing clients</li><li>• Identify contra-indications that affect or restrict the treatments</li><li>• Identify and describe various techniques used under hair removal services</li><li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li><li>• Explain the importance of Brazilian wax, peel off wax and roller wax</li><li>• Discuss the process of performing post-procedure tasks</li></ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturer's instructions.</li><li>• Perform hair removal services using various techniques.</li><li>• Consult the client's understanding and expectation prior to commencement of treatment</li><li>• Carry out the therapy to the satisfaction of the guest in a commercially acceptable time</li><li>• Record the therapy accurately and store information securely in line with the organization's policies</li><li>• Demonstrate the process of performing Brazilian wax, peel off wax and roller wax</li><li>• Provide specific after-process advice to the client</li><li>• Record the therapy accurately and store information securely in line with the organization's policies</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Therapy Bed, Trolley, Dustbin, Bed/Recliner Chair, Cotton, Mirror, Tissues, Towels, Depilatory Machines, etc.	



## Module 5 Perform make-up services

Mapped to BWS/N0106, V9.0

### Terminal Outcomes:

- Perform make-up for a variety of occasions, including day, evening and special occasions
- perform the different draping styles of saree, dupatta, dhoti and safa

Duration: 20:00 Hrs.	Duration: 40:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Identify &amp; select suitable skin care and make-up products to meet the client's needs; such as by identifying basic skin types and skin tone correctly</li><li>• Describe the need of cleaning, toning and moisturizing the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques</li><li>• Identify &amp; select the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect, using make-up products: foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.</li><li>• Explain the role of disposing off waste materials as per organisational standards in a safe and hygienic manner</li><li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li></ul>	<ul style="list-style-type: none"><li>• Conduct client consultation, treatment</li><li>• planning and preparation to meet the client's needs, based on skin types, constraints and client preferences</li><li>• Perform the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client</li><li>• Demonstrate various plans followed in simple makeup services</li><li>• Demonstrate and identify contra-indications and contra-actions that may affect or restrict the services</li><li>• Practice completing the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</li><li>• Perform aftercare advice for clients</li><li>• Practice handling the costume safely, avoiding any additional wrinkles or crumpling; such as saree, lehenga, mekhla, Christian gown, dupatta etc.</li><li>• Perform costume on customer using correct techniques and without discomfort to the customer</li></ul>
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Make-up, Chair, Trolley, Mirrors, Lighting Foundations, Concealer, Powder, Blusher, Eyeshadow, Mascara, Eye Pencil, Liquid Liner, Lip Liner, Lipstick, Lip Gloss, Corrective Makeup/ Colored Concealer, Brushes, and Applicators	



## Module 6 Perform hair styling and dressing

Mapped to BWS/N0208, V7.0

### Terminal Outcomes:

- Carry out hair styling and hair dressing tasks efficiently

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Identify &amp; select suitable products to meet the client's* needs; such as by identifying basic hair structure, tone *client's: applicable to all gender</li><li>• Identify &amp; select the correct products to suit the client's needs and achieve the desired effect</li><li>• Explain the role of disposing off waste materials as per organisational standards in a safe and hygienic manner</li><li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li></ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Conduct client consultation, treatment planning and preparation to meet the client's needs, based on hair type, constraints and client preferences</li><li>• Perform the hair styling techniques to achieve the desired effects</li><li>• Demonstrate various plans followed in to achieve the desired look</li><li>• Demonstrate and identify contra-indications and contra-actions that may affect or restrict the services</li><li>• Practice completing the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</li><li>• Perform aftercare advice for clients</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Round Brushes (various diameters), Flat Brushes, Bristle Brushes, Vent, Dressing Comb – Backcomb, Hair Straighteners, Curling Tongs – Various sizes, Hand Dryer, Diffuser, Hot Rollers, Rollers with Pins, Bendy Rollers, Velcro Rollers, Pin Curl Clips, Crimpers, Hot Brush, Section Clips, Apron and Hair Styling Products	

## Module 7 Perform Facial Electrotherapy

*Mapped to BWS/N0107, V5.0*

### Terminal Outcomes:

- Perform facial electrotherapy

<b>Duration: 20:00 Hrs.</b>	<b>Duration: 40:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the importance of proper consulting, planning and preparing clients</li> <li>• Identify contra-indications that affect or restrict the treatments</li> <li>• List the significance of positioning self and client throughout treatment to ensure privacy, comfort and wellbeing</li> <li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li> </ul>	<ul style="list-style-type: none"> <li>• Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturer's instructions.</li> <li>• Consult with clients on background, medical history etc. with consent form</li> <li>• Carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, micro current and lymphatic drainage equipment.</li> <li>• Use Electro Muscle Stimulator (EMS) on</li> <li>• the motor points of the facial muscles</li> <li>• Choose and use the appropriate size and type of Ventouse</li> <li>• Choose and use the correct strokes and amount of suction in towards the lymph nodes Galvanic</li> <li>• Perform application of desincrustation/ iontophoresis gel/solution</li> <li>• Perform direct &amp; indirect high-frequency method</li> <li>• Carry out maintaining of micro current electrodes</li> <li>• Carry out the client's understanding and expectation prior to commencement of treatment</li> <li>• Carry out the therapy to the satisfaction of the guest in a commercially acceptable time</li> <li>• Record the therapy accurately and store information securely in line with the organization's policies</li> <li>• Perform specific after-process advice to the client</li> </ul>

**Classroom Aids**

Computer, Projector, White Board/ Flip Chart, Marker and Duster

**Tools, Equipment and Other Requirements**

Therapy Bed, Beauty Trolley, Consumables, Facial Electrotherapy Machines – Hi-Frequency/ Microcurrent/ Galvanic, Dustbin, Bed/Recliner, Chair, Cotton, Mirror, Tissues, Towels, etc.



## Module 8 Maintain health and safety at the workplace

*Mapped to BWS/N9002, V5.0*

### Terminal Outcomes:

- Describe the application of health and safety practices at the workplace

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>State the significance of personal protective equipment (PPE) &amp; its efficient supply at work place; PPE such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc.</li><li>Discuss the importance of maintaining basic hygiene at work place 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 &amp; taking bath at regular intervals, etc.</li><li>Explain the importance of maintaining first aid kit at work place</li><li>Identify and list potential risks and hazards in the workplace</li></ul>	<ul style="list-style-type: none"><li>Demonstrate and state significance of maintaining posture and position to minimize fatigue and the risk of injury</li><li>Demonstrate the method of sterilizing equipment &amp; tools before and after use</li><li>Prepare, maintain and report accident reports as per organisational policies</li></ul>
Classroom Aids	
Computer, Projector, White board/ Flip chart, Marker and Duster	
Tools, Equipment and Other Requirements	
First Aid kit, Fire Extinguishers, Sterilizers, Masks, Hand Sanitizer, Hot Cabinets, and Waste Disposal Bins	



## Module 9 Create a positive impression at the workplace

*Mapped to BWS/N9003, V5.0*

### Terminal Outcomes:

- Describe the importance of personal hygiene and grooming while executing task

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Explain the importance of maintaining personal hygiene and grooming; such as sanitized hands, neatly tied and covered hair, clean nails, sanitized uniform while engaging with clients with no gender stereotyping, to ensure privacy, comfort and wellbeing of all the genders throughout the services, etc.</li><li>• List the ways to manage client expectations; such as by identifying new techniques</li><li>• State the importance of maintaining confidentiality of information while performing documentation of records</li><li>• Conduct employee awareness program; such as internalization of gender, PwD sensitization on designing PwD friendly workplace</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate confidence at the workplace by managing and identifying various business opportunities</li><li>• Demonstrate the different formats of maintaining documentation of records</li><li>• Demonstrate the process of client appointment scheduling; pre-bookings and maintaining the work area, equipment, product stocks to meet the schedule</li><li>• Carry out different &amp; effective ways of communication for clients; clients could be from different culture, religion, age, background, disability, gender; and communication such as email, phone etc.</li><li>• Perform activities related to the financial literacy; such as saving money, opening bank accounts, linking Aadhaar card to bank account, using various e-commerce payment systems, etc.</li></ul>
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Basic Stationary	



## Module 10 Manage and lead a team

*Mapped to BWS/N9004, V4.0*

### Terminal Outcomes:

- Perform duties required to manage and lead a team

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• List the schedule and job expectations from your team members on a daily basis</li><li>• Explain the importance of involving team in regular meetings to communicate information intended for them</li><li>• Describe the significance of communication with team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</li><li>• Identify and address issues among team for work related issues</li></ul>	<ul style="list-style-type: none"><li>• Facilitate the deployment of team as per guest schedule and the organizational norms and guidelines</li><li>• Carry out periodic trainings to support and engage the team in order to build upskilling and re-skilling; such as training on new processes, techniques, therapies and products with the team to enhance their skill levels</li><li>• Practice providing feedback to the centre manager pertaining to performance appraisals of team</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
NA	



## Module 11 Consult and advice clients

*Mapped to BWS/Q9005, V5.0*

### Terminal Outcomes:

- Perform consultation and advising services to clients

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Explain the anatomy of the skin</li><li>• Identify basic ailments, contraindications, contra actions, treatment plans</li><li>• Define a suitable treatment plan to meet the client's needs</li><li>• Explain the organization's standards of performance and sequence of services</li></ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"><li>• Analyse the treatment area, visually and carry out necessary tests</li><li>• Consult the client by questioning to identify contra-indications to products</li><li>• Carry out treatments that are suitable to the client after understanding the client's expectation</li><li>• Confirm to the client the pricing and duration of service and products and address client queries</li><li>• Carry out effective communication with the client to maintain client's goodwill trust</li><li>• Perform after care advice and recommendations to the client</li><li>• Record the client and treatment details accurately in line with the organization's policies</li><li>• Operate by 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, hygiene practice, disposal of waste, environmental protection)</li></ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
NA	



## Module 12 Promote and sell services and products

Mapped to BWS/Q9006, V4.0

### Terminal Outcomes:

- Carry out various promotional and sale services of products

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>Identify the client needs for services and products taking into account factors that may limit or affect the choice</li><li>List latest promotional schemes on various products</li><li>Explain manufacturer's instructions related to products</li></ul>	<ul style="list-style-type: none"><li>Consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client</li><li>Practice providing product, promotion and pricing information as per clients' requirements and address client queries</li><li>Perform &amp; maintain client database by inputting client profiles and updates</li><li>Practice assisting in managing the product inventory and ordering products based on inventory status</li><li>Perform maintaining promotional database by inputting invoices and bill-back data as per organization standards</li><li>Set up and manage the display area of the range of products available in the organization</li><li>Perform labelling the displayed products clearly, accurately in alignment to the required standards</li><li>Carry out arrangements for the clients needing a refund or replacement of their products based on company policy</li></ul>
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
NA	



## Module 13 DGT/VSQ/N0102 Employability Skills (60 hours)

### Introduction to Employability

Mapped to DGT/VSQ/N0102 V1.0

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: <1:00>	Duration: <2:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>Outline the importance of Employability Skills for the current job market and future of work</li></ul>	<ul style="list-style-type: none"><li>List different learning and employability related GOI and private portals and their usage</li><li>Research and prepare a note on different industries, trends, required skills and the available opportunities</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

### Constitutional values - Citizenship

Mapped to DGT/VSQ/N0102 V1.0

#### Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li></ul>	<ul style="list-style-type: none"><li>Practice different environmentally sustainable practices</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

Duration: <2:00>	Duration: <4:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Discuss 21st century skills required for employment</li></ul>	<ul style="list-style-type: none"><li>• Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life</li><li>• Create a pathway for adopting a continuous learning mindset for personal and professional development</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Basic English Skills

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Practice basic English speaking.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Describe basic communication skills</li><li>• Discuss ways to read and interpret text written in basic English</li></ul>	<ul style="list-style-type: none"><li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li><li>• Read and understand text written in basic English</li><li>• Write a short note/paragraph / letter/e-mail using correct basic English</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Career Development & Goal Setting

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

Duration: <02:00>	Duration: <04:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Identify well-defined short- and long-term goals</li></ul>	<ul style="list-style-type: none"><li>• Create a career development plan</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Communication Skills

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Practice basic communication skills.

Duration: <02:00>	Duration: <04:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Explain the importance of communication etiquette including active listening for effective communication</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li><li>• Write a brief note/paragraph on a familiar topic</li><li>• Role play a situation on how to work collaboratively with others in a team</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Diversity & Inclusion

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Describe PwD and gender sensitisation.

Duration: <1:00>	Duration: <02:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Discuss the significance of reporting sexual harassment issues in time</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Financial and Legal Literacy

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: <02:00>	Duration: <04:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Discuss various financial institutions, products, and services</li><li>• Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions</li><li>• Discuss the legal rights, laws, and aids</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement</li><li>• Calculate income and expenditure for budgeting</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Essential Digital Skills

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Describe the role of digital technology in day-to-day life and the workplace</li><li>• Discuss the significance of displaying responsible online behavior while using various social media platforms</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</li><li>• Demonstrate how to connect devices securely to internet using different means</li><li>• Follow the dos and don'ts of cyber security to protect against cyber crimes</li><li>• Create an e-mail id and follow e-mail etiquette to exchange e-mails</li><li>• Show how to create documents, spreadsheets and presentations using appropriate applications</li><li>• Utilize virtual collaboration tools to work effectively</li></ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Entrepreneurship

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"><li>• Explain the types of entrepreneurship and enterprises</li><li>• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li><li>• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li></ul>	<ul style="list-style-type: none"><li>• Create a sample business plan, for the selected business opportunity</li></ul>



<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Customer Service

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: <01:00>	Duration: <02:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>Classify different types of customers</li><li>Discuss various tools used to collect customer feedback</li><li>Discuss the significance of maintaining hygiene and dressing appropriately</li></ul>	<ul style="list-style-type: none"><li>Demonstrate how to identify customer needs and respond to them in a professional manner</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0102 V1.0

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: <01:00>	Duration: <02:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>Discuss the significance of maintaining hygiene and dressing appropriately for an interview</li><li>List the steps for searching and registering for apprenticeship opportunities</li></ul>	<ul style="list-style-type: none"><li>Draft a professional Curriculum Vitae (CV)</li><li>Use various offline and online job search sources to find and apply for jobs</li><li>Role play a mock interview</li></ul>
<b>Classroom Aids:</b> Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Advance Diploma in Beauty or Cosmetology	Beauty or Cosmetology	3	Beauty or Cosmetology	2	N.A	Diploma should be minimum of 6 months period followed by Advanced Diploma of minimum 3 months

Trainer Certification	
Domain Certification	Platform Certification
Certified to TOT for Job Role: "Senior Beauty Therapist" mapped to QP: "BWS/Q0104, v4.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "Master Trainer (VET and Skills) MEP/Q2601 v2.0". Minimum accepted score is 80%.



## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate with Advance Diploma in Beauty or Cosmetology	Beauty or Cosmetology	5	Beauty or Cosmetology	2	N.A	Diploma should be minimum of 6 months period followed by Advanced Diploma of minimum 3 months

Assessor Certification	
Domain Certification	Platform Certification
Certified to TOA for Job Role: "Senior Beauty Therapist" mapped to QP: "BWS/Q0104, v4.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "Assessor (VET and Skills) MEP/Q2701 v2.0". Minimum accepted % as per respective SSC guidelines is 80%.



## Assessment Strategy

### Assessment system Overview

Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, B&WSSC will certify the learners. Assessor has to pass assessment of theoretical knowledge of the job role and approved by B&WSSC.

The assessment will have both theory and practical components in 20:80 ratios. While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

### Testing Environment

Training partner has to share the batch start date and end date, number of trainees and the job role.

Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.

Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.

Question bank of theory and practical will be prepared by assessment agency and approved B&WSSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on his theoretical knowledge of the subject.

The theory and practical assessments will be carried out on same day. The question paper is pre-loaded in the computer (incase of online assessment) and it will be in the language requested by the training partner.

Presentation will be one mode of assessment and so computers and LDC projector will be available for assessment. Viva will also be used to gauge trainee's confidence and correct knowledge in handling job situations.

### Assessment Quality Assurance framework

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.

The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.



In case of many candidates to be accommodated in one venue for theory assessment, caution is taken not to let the candidates who competed test meet those who have not. Once the first batch has moved out of the knowledge based assessment area, the second batch must be taken from the main waiting area and seated in the respective seats for their knowledge based assessment.

For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

The assessment will be video recorded and submitted to B&WSSC. The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

### **Methods of Validation**

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Aadhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.

Video of the practical session is prepared and submitted to B&WSSC.

Random spot checks/audit is conducted by B&WSSC assigned persons to check the quality of assessment.

Assessment agency will be responsible to put details in SIP.

B&WSSC will also validate the data and result received from the assessment agency.

### **Method of assessment documentation and access**

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by B&WSSC assessment team. After upload, only B&WSSC can access this data. B&WSSC approves the results within a week and uploads on SIP.



## References

### Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.



## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards