

Qualification Pack



Hair Dresser & Stylist

Options: Provide shaving services

QP Code: BWS/Q0202

Version: 5.0

NSQF Level: 4

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BWS/Q0202: Hair Dresser & Stylist

Brief Job Description

A hair dresser & stylist is a professionally trained individual who specialises in haircare treatments. A hair dresser & stylist performs various duties such as shampooing, trimming, cutting, blow drying, colouring and treatment for hair damage and repair. A hair dresser & stylist needs to understand the intricacies of cutting and styling hair, while also knowing how to keep hair healthy.

Personal Attributes

This job requires an individual with experience in hair care treatments to provide a range of services efficiently and effectively in a safe and hygienic working environment. The individual must have excellent interpersonal and communication skills. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant, sensitive and tactful when dealing with clients and have a genuine interest in people.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N9001: Prepare and maintain work area](#)
2. [BWS/N0202: Shampoo, condition the hair and scalp](#)
3. [BWS/N0205: Perform blow drying of hair](#)
4. [BWS/N0206: Perform Indian head massage and hair spa services](#)
5. [BWS/N0207: Cut hair](#)
6. [BWS/N0208: Perform hair styling and dressing](#)
7. [BWS/N0209: Colour and lighten hair](#)
8. [BWS/N0211: Perform hair relaxing and straightening services](#)
9. [BWS/N0248: Perform hair extension and perming services](#)
10. [BWS/N9002: Maintain health and safety at the workplace](#)
11. [BWS/N9003: Create a positive impression at the workplace](#)
12. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

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Option : Provide shaving services

This unit covers the knowledge and skills required to provide professional shaving services using appropriate tools and techniques. It includes preparing the client, performing the shave as per hair growth direction, ensuring skin protection, hygiene, and providing post-shave care for a smooth and safe grooming experience.

1. [BWS/N0231: Provide shaving services](#)

Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.0200
Minimum Educational Qualification & Experience	<p>10th grade pass with 2 Years of experience of any combination of NTC/NAC/CITS or equivalent in hairdressing</p> <p>OR</p> <p>10th grade pass with 3 Years of experience in hair industry</p> <p>OR</p> <p>11th grade pass with 1.5 years of experience in hair industry</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (3) with 3 Years of experience in hair industry</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience in hair industry</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years

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Last Reviewed On	NA
Next Review Date	18/12/2028
NSQC Approval Date	18/12/2025
Version	5.0
Reference code on NQR	QG-04-BW-06579-2025-V2-BWSSC
NQR Version	2

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BWS/N9001: Prepare and maintain work area

Description

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

Scope

The scope covers the following :

- Prepare and maintain work area

Elements and Performance Criteria

Prepare and maintain work area

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

- PC1.** ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.
- PC2.** identify and select suitable equipment and products required for the respective services/ session
- PC3.** set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines
- PC4.** place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery
- PC5.** prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions
- PC6.** sterilize, disinfect the area as per organizational standards using recommended solutions and conditions
- PC7.** dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.
- PC8.** identify ways to optimize usage of material including water in various tasks/activities/processes
- PC9.** check for spills/leakages occurred while providing services
- PC10.** identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin
- PC11.** store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.
- PC12.** ensure electrical equipment and appliances are switched off when not in use
- PC13.** store records, materials and equipment securely in line with the policies

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status

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- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	30	47	-	23
PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.	2	4	-	2
PC2. identify and select suitable equipment and products required for the respective services/ session	2	3	-	2
PC3. set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines	2	3	-	2
PC4. place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery	2	3	-	2
PC5. prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	2	3	-	2
PC6. sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	2	4	-	2
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.	2	3	-	2
PC8. identify ways to optimize usage of material including water in various tasks/activities/processes	2	3	-	2
PC9. check for spills/leakages occurred while providing services	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	3	-	1
PC11. store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	2	3	-	1
PC12. ensure electrical equipment and appliances are switched off when not in use	2	3	-	1
PC13. store records, materials and equipment securely in line with the policies	2	3	-	1
PC14. conduct awareness program (such as for Covid19) for the employees and display posters/signage's promoting regular hand-washing and respiratory hygiene in the premises	2	3	-	1
PC15. set up and promote digital modes of payment to lessen any kind of cross infection	2	3	-	1
NOS Total	30	47	-	23

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9001
NOS Name	Prepare and maintain work area
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	5.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

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BWS/N0202: Shampoo, condition the hair and scalp

Description

Shampoo, condition and treat the hair using a range of products and massage techniques.

Scope

The scope covers the following :

- Prepare the client for service
- Shampoo and condition the hair

Elements and Performance Criteria

Prepare self and client

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.** position self and client throughout service to ensure privacy, comfort and safety
- PC3.**
 - prepare yourself, the client and work area for shampoo and conditioning services
 - Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc.
 - Client: provide suitable protective apparel, remove jewellery, etc.
 - Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.)
- PC4.** ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures
- PC5.** ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
- PC6.** select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients needs and service plan

Shampoo, condition the hair

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

- PC7.** carry out the procedure using methods that minimise risk of cross infection
- PC8.** apply shampoo using rotary massage technique
- PC9.** carry out and adapt massage techniques to suit the client needs and to perform the service plan
- PC10.** check the water temperature and flow to meet the needs of the service procedure and client comfort
- PC11.** leave the hair clean and free of products, dirt, and grease after the shampoo
- PC12.** perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process
- PC13.** complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service

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- PC14.** detangle hair without causing damage to hair or scalp using a tooth comb
- PC15.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC16.** perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC17.** promptly refer problems that cannot be solved to the relevant superior for action
- PC18.** complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs
- PC19.** ensure the work area is kept clean and tidy during the service
- PC20.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC21.** record the service details accurately as per salon policy and procedures
- PC22.** store information securely in line with the salons policies and procedures
- PC23.** provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards
- PC24.** ask questions to check with the client their satisfaction with the finished result
- PC25.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor
- PC26.** minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturers instructions

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, causes and contra-indications to scalp massage
- KU6.** shampooing, conditioning and massage techniques and equipment
- KU7.** anatomical hair structure and hair shaft(Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous glandShaft: Medulla, cortex, cuticle)
- KU8.** contra-indications and respective necessary action
- KU9.** action of shampoo and water to cleanse hair
- KU10.** consequences of using incorrect products on hair and scalp
- KU11.** contra-actions and respective necessary subsequent actions
- KU12.** cross infection and its causes and precautions for prevention
- KU13.** factors that affect scalp massage
- KU14.** safety considerations for shampooing and conditioning of hair

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- KU15.** various types of shampoo and conditioning products and some common brands
- KU16.** tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures
- KU17.** importance of using products economically and as per manufacturers instructions
- KU18.** importance of proper storage of products, tools and equipment
- KU19.** customer service principles including privacy and protection to modesty of the customers
- KU20.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose

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- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution

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- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self and client</i>	6	11	-	6
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	1	1	-	1
PC2. position self and client throughout service to ensure privacy, comfort and safety	1	2	-	1
PC3. <ul style="list-style-type: none"> • prepare yourself, the client and work area for shampoo and conditioning services • Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. • Client: provide suitable protective apparel, remove jewellery, etc. • Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.) 	1	2	-	1
PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures	1	2	-	1
PC5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1	2	-	1
PC6. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients needs and service plan	1	2	-	1
<i>Shampoo, condition the hair</i>	19	34	-	24
PC7. carry out the procedure using methods that minimise risk of cross infection	1	3	-	2
PC8. apply shampoo using rotary massage technique	1	1	-	1
PC9. carry out and adapt massage techniques to suit the client needs and to perform the service plan	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. check the water temperature and flow to meet the needs of the service procedure and client comfort	1	2	-	1
PC11. leave the hair clean and free of products, dirt, and grease after the shampoo	1	1	-	1
PC12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process	1	2	-	2
PC13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service	1	2	-	1
PC14. detangle hair without causing damage to hair or scalp using a tooth comb	1	2	-	1
PC15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	1	2	-	1
PC16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	2
PC17. promptly refer problems that cannot be solved to the relevant superior for action	1	2	-	1
PC18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs	1	2	-	1
PC19. ensure the work area is kept clean and tidy during the service	1	1	-	1
PC20. dispose waste materials as per organisational standards in a safe and hygienic manner	1	1	-	1
PC21. record the service details accurately as per salon policy and procedures	1	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. store information securely in line with the salons policies and procedures	1	1	-	1
PC23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards	1	2	-	1
PC24. ask questions to check with the client their satisfaction with the finished result	1	2	-	1
PC25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	0.5	2	-	1
PC26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturers instructions	0.5	1	-	1
NOS Total	25	45	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0202
NOS Name	Shampoo, condition the hair and scalp
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	3
Credits	1
Version	6.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0205: Perform blow drying of hair

Description

Use hair dryer to blow dry hair.

Scope

The scope covers the following :

- Use a hair dryer to blow dry hair

Elements and Performance Criteria

Use a hair dryer to blow dry hair

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.** position self and client throughout treatment to ensure comfort and wellbeing throughout the service
- PC3.** ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors
- PC4.** ensure a guardian/parent is present for minors under age 14
- PC5.** perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC6.** apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair
- PC7.** perform various blow drying techniques to achieve the desired look Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening
- PC8.** blow dry hair to achieve volume, straightening and movement
- PC9.**
 - follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look
 - Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc.
- PC10.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC11.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC12.** ensure the work area is kept clean and tidy during the service
- PC13.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC14.** use work methods to minimise wastage
- PC15.** record details of the procedure accurately as per organisational policy and approved practice

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- PC16.** store information securely in line with the salons policies
- PC17.** ask questions to check with the client their satisfaction with the finished result
- PC18.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor
- PC19.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** applicable legislation relating to the workplace legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, handling, storage, disposal of products, cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- KU5.**
- environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU6.** importance of clarifying and following instructions from the client
- KU7.** factor impacting clients comfort throughout the drying process and importance of checking the same regularly with the client
- KU8.** basic anatomical structure of the hair and principles of hair growth
- KU9.** structure of the hair and basic principles of hair growth Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU10.** classification of hair Classification: Straight, wavy, curly, very curly
- KU11.** explain how their hair characteristics may impact on the hairdressing services
- KU12.**
- blow-drying tools and equipment
 - Tools: Hand held dryer and attachments, different size and types of brushes, various combs, section clips
- KU13.** blow drying technique and products
- KU14.** foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation
- KU15.** correct application of blow drying Correct application: Direction, duration, distance from scalp, frequency, etc.
- KU16.** importance of direction of air flow when drying for achieving desired look
- KU17.** effect of incorrect application of heat on the hair and scalp Effects: Split ends, damaged follicles, headache, burning sensation, etc.
- KU18.** method of managing and controlling hair sections during the drying process
- KU19.** importance of cooling hair prior to finishing

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- KU20.** blow drying products Products: Blow styling aids, dressing aids, setting aids, protectors, curl enhancers
- KU21.** effect of the humidity and drying process on the hair
- KU22.** cross infection, cross infestation - their causes and precautions for prevention
- KU23.** contact dermatitis, its causes and precautions for prevention
- KU24.** difference between disinfecting and sterilising
- KU25.** importance of using products economically and storing products correctly to minimize wastage
- KU26.** customer service principles including privacy and protection to modesty of the customers
- KU27.** policy and procedure to serve minors and importance of following the same
- KU28.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU29.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood

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- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems

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- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use a hair dryer to blow dry hair</i>	21	45	-	34
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	1
PC2. position self and client throughout treatment to ensure comfort and wellbeing throughout the service	1	2	-	2
PC3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors	1	2	-	2
PC4. ensure a guardian/parent is present for minors under age 14	0.5	2	-	1.5
PC5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	2	3	-	3
PC6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair	1	3	-	2
PC7. perform various blow drying techniques to achieve the desired look Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blowstretching or straightening	2	3	-	3
PC8. blow dry hair to achieve volume, straightening and movement	1	3	-	2
PC9. <ul style="list-style-type: none"> • follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look • Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc. 	1	3	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	2	3	-	2
PC11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	2	-	2
PC12. ensure the work area is kept clean and tidy during the service	1	2	-	1
PC13. dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	1
PC14. use work methods to minimise wastage	1	2	-	2
PC15. record details of the procedure accurately as per organisational policy and approved practice	1	2	-	1
PC16. store information securely in line with the salons policies	1	2	-	1
PC17. ask questions to check with the client their satisfaction with the finished result	1	3	-	1.5
PC18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	0.5	2	-	2
PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge	1	2	-	2
NOS Total	21	45	-	34

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0205
NOS Name	Perform blow drying of hair
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	7.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0206: Perform Indian head massage and hair spa services

Description

Perform hair spa and scalp massage and using a range of products and massage techniques.

Scope

The scope covers the following :

- Prepare the client for service
- Perform scalp massage and hair spa services

Elements and Performance Criteria

Prepare the client for service

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.** position self and client throughout treatment to ensure privacy, comfort and safety
- PC3.**
 - prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required
 - Yourself: Sanitize the hands prior to service commencement
 - Client: Provide suitable protective apparel, remove jewellery, etc.
 - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc
- PC4.** ensure a guardian/parent is present for minors under age 14
- PC5.** ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors
- PC6.** ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
- PC7.** identify contra-indications if any that restrict the services or products sought by the customer
- PC8.** explain politely to the customer why service is denied or modified in case done so for contra-indications
- PC9.** select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan
- PC10.** perform a pre-shampoo or other preliminary procedures in accordance with the required service

Perform Indian head massage and hair spa services

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

- PC11.** select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel
- PC12.** perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction

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- PC13.** apply suitable pressure on the marma pressure points as per requirement taking care of client comfort
- PC14.** perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type
- PC15.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC16.** perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC17.** promptly refer problems that cannot be solved to the relevant superior for action
- PC18.** complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC19.** record details of the service accurately as per organisational policy and procedures
- PC20.** store information securely in line with the salons policies
- PC21.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- PC22.** minimize the wastage of products and store chemicals and equipment securely post service
- PC23.** dispose all waste safely according to the salons standards of hygiene and safety
- PC24.** address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions, their causes and contra-indications to Indian head massage
- KU6.**
 - hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland;
 - Shaft: Medulla, cortex, cuticle
- KU7.** position and principles of marma pressure points
- KU8.** position and principles of seven primary chakras
- KU9.** hair and scalp conditions, causes and contra-indications to head/scalp massage
- KU10.** policy and procedures for servicing minor (age under 14) customers
- KU11.** massage mediums and scalp/hair service concentrates
- KU12.** hair spa and massage techniques and equipment
- KU13.** massage techniques, equipment, massage mediums
- KU14.** consequences of using incorrect products

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- KU15.** contra-indications that may affect service plan and respective necessary actions
- KU16.** contra-actions that may occur during service and necessary relevant actions
- KU17.** cross infection, cross infestation - their causes and precautions for prevention
- KU18.** contact dermatitis, its causes and precautions for prevention
- KU19.** difference between disinfecting and sterilising
- KU20.** importance if using products economically and storing products correctly to minimize wastage
- KU21.** customer service principles including privacy and protection to modesty of the customers
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU23.** factors that affect head/scalp massage (Factors: Scalp condition, hair condition, hair length, hair density, special conditions)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task

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- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority

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- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare the client for service</i>	10	18	-	11
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	1
PC2. position self and client throughout treatment to ensure privacy, comfort and safety	1	2	-	1
PC3. <ul style="list-style-type: none"> • prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required • Yourself: Sanitize the hands prior to service commencement • Client: Provide suitable protective apparel, remove jewellery, etc. • Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc 	1	1	-	1
PC4. ensure a guardian/parent is present for minors under age 14	1	1	-	1
PC5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors	1	2	-	2
PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	1	2	-	1
PC7. identify contra-indications if any that restrict the services or products sought by the customer	1	2	-	1
PC8. explain politely to the customer why service is denied or modified in case done so for contra-indications	1	2	-	1
PC9. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition to meet to the clients needs and service plan	1	2	-	1
PC10. perform a pre-shampoo or other preliminary procedures in accordance with the required service	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Indian head massage and hair spa services</i>	10	32	-	19
PC11. select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel	0.5	3	-	2
PC12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction	1	4	-	2
PC13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	1	4	-	2
PC14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type	1	3	-	2
PC15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	3	-	2
PC16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	1
PC17. promptly refer problems that cannot be solved to the relevant superior for action	0.5	2	-	1
PC18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	2	-	1
PC19. record details of the service accurately as per organisational policy and procedures	1	1	-	1
PC20. store information securely in line with the salons policies	0.5	2	-	1
PC21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	0.5	2	-	1
PC22. minimize the wastage of products and store chemicals and equipment securely post service	0.5	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. dispose all waste safety according to the salons standards of hygiene and safety	0.5	1	-	1
PC24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc	0.5	1	-	1
NOS Total	20	50	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0206
NOS Name	Perform Indian head massage and hair spa services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	6.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQF Clearance Date	18/12/2025

Qualification Pack

BWS/N0207: Cut hair

Description

Perform haircuts by using a range of products, tools and equipment to create a variety of looks.

Scope

The scope covers the following :

- prepare the client for service
- carry out haircuts

Elements and Performance Criteria

Prepare the client for service

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.** position self and client in a manner to ensure privacy, comfort and safety, throughout the service
- PC3.** prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required
Yourself: Sanitize the hands prior to service commencement
Client: Provide suitable protective apparel, remove jewellery, etc.
Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
- PC4.** ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors
- PC5.** ensure a guardian/parent is present for minors under age 14
- PC6.** ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
- PC7.** select styling products, tools and equipment based on the results of client consultation and hair analysis

Carry out haircuts

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

- PC8.** ask questions or use charts, catalogues to consult the client to identify the desired look before cutting
- PC9.** identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results
- PC10.** select the technique or procedure most suitable to the clients hair and to achieve the desired look
- PC11.** follow established guidelines related to the selected procedure to accurately achieve the required look
- PC12.** select the correct cutting tool to achieve the desired look
- PC13.** perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting

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- PC14.** perform various cutting techniques and texturising technique while carrying out the service
Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning
- PC15.** achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly
- PC16.** ensure the work area is kept clean and tidy during the service
- PC17.** use work methods to minimise wastage
- PC18.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC19.** perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC20.** promptly refer problems that cannot be solved to the relevant superior for action
- PC21.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
- PC22.** record details of the procedure accurately as per organisation policy and procedures
- PC23.** store information securely in line with the salons policies
- PC24.** provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
- PC25.** ask questions to check with the client their satisfaction with the finished result
- PC26.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of service
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these
Conditions: Air, light, space, temperature, sound, cleanliness, etc
- KU5.** cross infection, cross infestation - their causes and precautions for prevention
- KU6.** contact dermatitis, its causes and precautions for prevention
- KU7.** difference between disinfecting and sterilising
- KU8.** policy and procedures for servicing minor (age under 14) customers
- KU9.**
 - classification of hair
 - Classification: Straight, wavy, curly, very curly
- KU10.**
 - structure of the hair and basic principles of hair growth
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland; Shaft: Medulla, cortex, cuticle
 - Hair growth: Anagen, catagen, telogen

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- KU11.** hair and scalp conditions and causes
- KU12.** • various cutting tools
• Tools: Scissors, razors, thinning scissors, clippers, combs
- KU13.** various sectioning techniques
- KU14.** • hair cutting and analysis techniques, equipment and hair styles
• Hair Styles: one length, uniform, graduation, increased layers
- KU15.** cutting angles when cutting and its effects
- KU16.** hair distribution when cutting and its effects
- KU17.** range and suitability of styling products, tools and equipment and the effects achieved
- KU18.** range and application of finishing products
- KU19.** physical effects of styling on hair structure
- KU20.** different factors that must be taken into consideration prior to and during cutting (Factors: Face shape, hair type, preferred look, wet cutting/dry cutting, texture, growth pattern, etc.)
- KU21.** types of products available for achieving final look (Products: Gel, mousse, spray, oil, creams)
- KU22.** sources of creative information and inspiration (Sources: Magazines, models, etc.)
- KU23.** considerations for cutting hair when wet
- KU24.** techniques for cutting dry hair
- KU25.** methods to use all the cutting techniques in the range (Range of techniques: Scissors over comb, clipper over comb, club cutting, thinning, razoring, texturizing, etc.)
- KU26.** importance of tension when cutting
- KU27.** customer service principles including privacy and protection to modesty of the customers
- KU28.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU29.** contra indications for hair cutting and respective necessary actions
- KU30.** contra-actions and respective subsequent actions
- KU31.** importance of using products economically and storing products correctly to minimize wastage

Generic Skills (GS)

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

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

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- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare the client for service</i>	5	10	-	6
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	0.5	1	-	0.5
PC2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service	0.5	1	-	0.5
PC3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.	1	2	-	1
PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors	1	2	-	1
PC5. ensure a guardian/parent is present for minors under age 14	0.5	1	-	0.5
PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	0.5	1	-	0.5
PC7. select styling products, tools and equipment based on the results of client consultation and hair analysis	1	2	-	2
<i>Carry out haircuts</i>	15	35	-	29
PC8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting	1	2	-	2
PC9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. select the technique or procedure most suitable to the clients hair and to achieve the desired look	1	2	-	2
PC11. follow established guidelines related to the selected procedure to accurately achieve the required look	0.5	2	-	2
PC12. select the correct cutting tool to achieve the desired look	0.5	2	-	2
PC13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting	1	4	-	3
PC14. perform various cutting techniques and texturising technique while carrying out the service Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning	1	3	-	3
PC15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly	1	3	-	2
PC16. ensure the work area is kept clean and tidy during the service	0.5	1	-	0.5
PC17. use work methods to minimise wastage	0.5	1	-	0.5
PC18. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2	-	1
PC19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	2
PC20. promptly refer problems that cannot be solved to the relevant superior for action	1	1	-	1
PC21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards	1	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. record details of the procedure accurately as per organisation policy and procedures	1	2	-	1
PC23. store information securely in line with the salons policies	1	2	-	1
PC24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	0.5	1	-	1
PC25. ask questions to check with the client their satisfaction with the finished result	0.5	1	-	1
PC26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	0.5	1	-	1
NOS Total	20	45	-	35

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0207
NOS Name	Cut hair
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	6.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0208: Perform hair styling and dressing

Description

Perform styling and dressing by using a range of products, tools and equipment to create a variety of looks.

Scope

The scope covers the following :

- perform hair styling and dressing

Elements and Performance Criteria

Perform hair styling and dressing

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

- PC1.** • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors
• Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations
- PC2.** ensure a guardian/parent is present for minors under age 14
- PC3.** identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results
- PC4.** select the most suitable drying, setting, styling and finishing techniques to achieve the desired look
- PC5.** perform back combing /back brushing technique as required
- PC6.** control and secure hair effectively into place, during dressing
- PC7.** dress the hair to the satisfaction of the client
- PC8.** position self and client to ensure privacy, comfort and safety, throughout the service
- PC9.** perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC10.** apply finishing product following manufacturers instructions to maintain the style
- PC11.** ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)
- PC12.** ask questions to check with the client their satisfaction with the finished result
- PC13.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage
- PC14.** use work methods to minimise wastage
- PC15.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC16.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC17.** record details of the procedure accurately as per organisational policy and procedures

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PC18. store information securely in line with the salons policies

PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - structure of the hair and basic principles of hair growth
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle
 - Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** classification of hair Classification: Straight, wavy, curly, very curly
- KU8.** contra indications for hair processes
- KU9.** planning the style according to the occasion
- KU10.** factors that influence services Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU11.** various styles of dressing hair Styles: Plait, twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, finger waves, wet/dry setting, added hair, hot rollers, up-dos, iron curls, hair accessories
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** heated styling equipment Factors: straighteners, tongs, etc.
- KU14.** range and application of finishing products
- KU15.** effects that can be achieved by curling on and off base
- KU16.** physical effects of styling on hair structure
- KU17.** current techniques for blow drying, finger drying and finishing hair
- KU18.** importance of adapting temperature of equipment to suit different hair types
- KU19.** importance of cooling hair prior to finishing
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** importance of keeping accurate records of services, clients and product usage (inventory)
- KU22.** importance of using products economically and storing products correctly to minimize wastage
- KU23.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon

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KU24. importance of following policy and procedures while providing service to minors

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately '
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients

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- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives

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- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform hair styling and dressing</i>	20	50	-	30
PC1. <ul style="list-style-type: none"> use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations 	1	3	-	2
PC2. ensure a guardian/parent is present for minors under age 14	1	2	-	1
PC3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results	1	3	-	2
PC4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look	1	3	-	2
PC5. perform back combing /back brushing technique as required	1	2	-	1
PC6. control and secure hair effectively into place, during dressing	1	3	-	2
PC7. dress the hair to the satisfaction of the client	1	2	-	1
PC8. position self and client to ensure privacy, comfort and safety, throughout the service	1	3	-	2
PC9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	2
PC10. apply finishing product following manufacturers instructions to maintain the style	1	3	-	2
PC11. ensure the finished style takes into account the critical influencing factors(Influencing factors: length, density, condition of hair, etc.)	1	3	-	2
PC12. ask questions to check with the client their satisfaction with the finished result	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage	1	2	-	1
PC14. use work methods to minimise wastage	1	3	-	1
PC15. dispose waste materials as per organisational standards in a safe and hygienic manner	1	1	-	1
PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	3	-	2
PC17. record details of the procedure accurately as per organisational policy and procedures	1	3	-	2
PC18. store information securely in line with the salons policies	1	3	-	1
PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	2	4	-	2
NOS Total	20	50	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0208
NOS Name	Perform hair styling and dressing
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	6.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0209: Colour and lighten hair

Description

Perform a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.

Scope

The scope covers the following :

- Perform a variety of coloring techniques such as full head, regrowth and highlighting and/or low-lighting

Elements and Performance Criteria

Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting, and balayage hair color

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.** consult the client by questioning to identify contra-indications to hair color products
- PC3.** prepare yourself, the client and work area for hair colouring and lightening services where required
Yourself: Sanitize the hands prior to service commencement
Client: Provide suitable protective apparel, remove jewellery, etc.
Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.
- PC4.** position self and client to ensure privacy, comfort and safety, throughout the service
- PC5.** select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely
- PC6.** ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service
- PC7.** mix the colours accurately as per manufacturer instructions
- PC8.**
 - apply colours in sections neatly, taking into account various influencing factors
 - Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.
- PC9.** promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
- PC10.** apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas
- PC11.** monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development
- PC12.** remove the colour products thoroughly from the hair and leave the hair free of any colouring products
- PC13.** apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions
- PC14.** work minimising wastage of products

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- PC15.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC16.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards
- PC17.** record details of the procedure accurately as per organisation standards
- PC18.** store information securely in line with the salons policies
- PC19.** provide specific after-procedure, homecare advice and recommendations for product use and further s to the client
- PC20.** ensure the work area is kept clean and tidy during the service
- PC21.** use work methods to minimise wastage
- PC22.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC23.** ask questions to check with the client their satisfaction with the finished result
- PC24.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle Hair growth: Anagen, catagen, telogen
- KU6.** hair and scalp conditions and causes
- KU7.** hair examination and principles of colouring
- KU8.** international colour chart
- KU9.** permanent, semi-permanent and temporary colors
- KU10.** natural base, undercoats, numbering system
- KU11.** colour application principles and procedures principles and procedures: global colouring, gray coverage, re-growth, highlighting, lowlighting and colour correction
- KU12.** types of colouring products and their effect on hair structure
- KU13.**
 - colouring techniques, colouring products, bleaching products, conditioners and post-colour procedures
 - Techniques: hair highlighting, basic foil highlighting, streaking cap, frosting, blocking/ paneling, ombre, balayage
- KU14.** tools and equipment used for colouring
- KU15.** restoring the hair to its natural pH using conditioner

Qualification Pack

- KU16.** cross infection, cross infestation - their causes and precautions for prevention
- KU17.** contact dermatitis, its causes and precautions for prevention
- KU18.** difference between disinfecting and sterilising
- KU19.** importance of using products economically and storing products correctly to minimize wastage
- KU20.** customer service principles including privacy and protection to modesty of the customers
- KU21.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU22.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations

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- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage

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- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting, and balayage hair color</i>	15	47	-	38
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	0.5	1	-	1
PC2. consult the client by questioning to identify contra-indications to hair color products	0.5	2	-	1
PC3. prepare yourself, the client and work area for hair colouring and lightening services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.	0.5	1	-	1
PC4. position self and client to ensure privacy, comfort and safety, throughout the service	0.5	1	-	1
PC5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely	1	3	-	2
PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	0.5	2	-	2
PC7. mix the colours accurately as per manufacturer instructions	1	3	-	2
PC8. • apply colours in sections neatly, taking into account various influencing factors • Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.	1	4	-	2
PC9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action	0.5	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. apply colour using techniques that reduce the risk of colour being spread to the clients skin, clothes and surrounding areas	1	3	-	3
PC11. monitor accurately the development of colour as required, follow the manufacturers instructions to ensure desired development	0.5	2	-	2
PC12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products	1	2	-	2
PC13. apply a suitable conditioner or post colour procedure to the hair following manufacturers instructions	0.5	2	-	2
PC14. work minimising wastage of products	0.5	1	-	1
PC15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	0.5	2	-	2
PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards	0.5	2	-	1
PC17. record details of the procedure accurately as per organisation standards	0.5	2	-	2
PC18. store information securely in line with the salons policies	0.5	2	-	2
PC19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client	1	3	-	2
PC20. ensure the work area is kept clean and tidy during the service	0.5	2	-	1
PC21. use work methods to minimise wastage	0.5	1	-	1
PC22. dispose waste materials as per organisational standards in a safe and hygienic manner	0.5	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. ask questions to check with the client their satisfaction with the finished result	0.5	2	-	1
PC24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	0.5	1	-	1
NOS Total	15	47	-	38

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0209
NOS Name	Colour and lighten hair
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	6.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0211: Perform hair relaxing and straightening services

Description

Provide specialised, relaxing services by analysing and identifying influencing factors.

Scope

The scope covers the following :

- perform hair relaxing and straightening services

Elements and Performance Criteria

Perform hair relaxing and straightening services

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

- PC1.** adhere to the health and safety standards laid out by the manufacturer and salon
- PC2.**
 - prepare yourself, the client and work area for the relaxing and straightening services
 - Yourself: Sanitize the hands prior to service commencement
 - Client: Provide suitable protective apparel, remove jewellery, etc.
 - Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)
- PC3.** position self and client to ensure privacy, comfort and safety, throughout the service
- PC4.** ensure a guardian/parent is present for minors under age 14
- PC5.** identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results (Test: Elasticity, porosity, incompatibility, strand)
- PC6.** select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely
- PC7.** apply pre relaxing products to protect the scalp and even out the porosity of the hair
- PC8.**
 - carry out relaxing services using relevant application techniques
 - (Techniques: Top, top and bottom, hand)
- PC9.** monitor accurately the development of relaxing process
- PC10.** promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
- PC11.** check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
- PC12.** complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
- PC13.** conduct hair and scalp analysis to assess suitability for the treatment
- PC14.** prepare the client and workstation as per hygiene and safety protocols
- PC15.** wash the hair with clarifying shampoo to remove buildup and open cuticle
- PC16.** section hair neatly and apply Hair Botox product evenly using appropriate tools and techniques

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- PC17.** use a flat iron at appropriate temperature to lock the Hair Botox treatment into the hair
- PC18.** ensure the work area is kept clean and tidy during the service
- PC19.** use work methods to minimise wastage
- PC20.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC21.** record procedure details accurately as per organizational policy and best practices
- PC22.** store client information securely in line with salon policies
- PC23.** provide specific aftercare, homecare advice, and product recommendations to the client
- PC24.** ask the client questions to check their satisfaction with the finished result
- PC25.** thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization
- KU4.**
 - environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.**
 - structure of the hair, shaft and basic principles of hair growth
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer, outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland;
 - Shaft: Medulla, cortex, cuticle;
 - Hair growth: Anagen, catagen, telogen)
- KU6.** relaxing, products, tools and equipment used for relaxing service
- KU7.** hair and scalp conditions and causes
- KU8.** influencing factors to be considered before and during relaxing service
- KU9.** various hair straightening services(Hair straightening services : Smoothing/ Keratin application Straightening, rebounding and relaxing)
- KU10.** contra-indications and respective necessary actions
- KU11.** contra-actions and respective necessary subsequent actions
- KU12.** selecting the correct product according to the hair type to achieve the desired result
- KU13.** pre and post-tests to be conducted for relaxing service (Tests: Elasticity test, porosity test, incompatibility test and hair cutting test)
- KU14.** pH scale on the hair structure
- KU15.** cross infection, cross infestation - their causes and precautions for prevention
- KU16.** contact dermatitis, its causes and precautions for prevention
- KU17.** difference between disinfecting and sterilising
- KU18.** importance of using products economically and storing products correctly to minimize wastage

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- KU19.** customer service principles including privacy and protection to modesty of the customers
- KU20.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU21.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs Writing Skills
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and ones role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required

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- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients B. Professional Skills Decision Making
- GS26.** decide on course of action by recalling organisation policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29.** get information on chain of command to be approached for decisions based on Plan and Organize
- GS30.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33.** organize service feedback files/documents
- GS34.** plan and manage work routine based on salon procedure
- GS35.** maintain the work area, equipment and product stocks to meet client schedules
- GS36.** maintain accurate records of clients, services and product stock levels
- GS37.** plan own development in line with feedback given from supervisor, coworkers and clients Customer Centricity
- GS38.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40.** respond promptly to customers in a manner that aims to exceed their expectation
- GS41.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42.** build customer relationships using a customer centric approach
- GS43.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations Problem Solving
- GS44.** identify problems that hinder achievement or increase risks
- GS45.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46.** act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48.** explain the importance of resolving problem in a timely manner
- GS49.** explain the importance of accurate communications in problem resolution
- GS50.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them Analytical Thinking

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- GS51.** seek guidance to define criteria and assign values of importance and urgency
- GS52.** sort information in order of importance
- GS53.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed Critical Thinking
- GS55.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56.** identify relevant and reliable sources of information for seeking clarity where required
- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others may be unreliable

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform hair relaxing and straightening services</i>	22	48	-	30
PC1. adhere to the health and safety standards laid out by the manufacturer and salon	0.5	1	-	1
PC2. <ul style="list-style-type: none"> • prepare yourself, the client and work area for the relaxing and straightening services • Yourself: Sanitize the hands prior to service commencement • Client: Provide suitable protective apparel, remove jewellery, etc. • Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.) 	0.5	2	-	1
PC3. position self and client to ensure privacy, comfort and safety, throughout the service	0.5	2	-	1
PC4. ensure a guardian/parent is present for minors under age 14	0.5	1	-	1
PC5. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results(Test: Elasticity, porosity, incompatibility, strand)	1	2	-	1
PC6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely	1	2	-	2
PC7. apply pre relaxing products to protect the scalp and even out the porosity of the hair	1	2	-	2
PC8. <ul style="list-style-type: none"> • carry out relaxing services using relevant application techniques • (Techniques: Top, top and bottom, hand) 	1	2	-	2
PC9. monitor accurately the development of relaxing process	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action	1	2	-	1
PC11. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	1	2	-	1
PC12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	0.5	2	-	1
PC13. conduct hair and scalp analysis to assess suitability for the treatment	1	2	-	2
PC14. prepare the client and workstation as per hygiene and safety protocols	0.5	2	-	1
PC15. wash the hair with clarifying shampoo to remove buildup and open cuticle	1	2	-	1
PC16. section hair neatly and apply Hair Botox product evenly using appropriate tools and techniques	1	2	-	2
PC17. use a flat iron at appropriate temperature to lock the Hair Botox treatment into the hair	1	2	-	1
PC18. ensure the work area is kept clean and tidy during the service	1	2	-	1
PC19. use work methods to minimise wastage	1	2	-	1
PC20. dispose waste materials as per organisational standards in a safe and hygienic manner	1	2	-	1
PC21. record procedure details accurately as per organizational policy and best practices	1	2	-	1
PC22. store client information securely in line with salon policies	1	2	-	1
PC23. provide specific aftercare, homecare advice, and product recommendations to the client	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. ask the client questions to check their satisfaction with the finished result	1	2	-	1
PC25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	1	2	-	1
NOS Total	22	48	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0211
NOS Name	Perform hair relaxing and straightening services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	5.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0248: Perform hair extension and perming services

Description

This unit covers the knowledge and skills required to perform basic hair extension and perming services. It includes client consultation, hair analysis, selection and use of appropriate tools and techniques, and adherence to hygiene and safety standards.

Scope

The scope covers the following :

- client consultation and preparation
- prepare for the service
- perform hair extension application
- perform perming services
- post-service advice and aftercare

Elements and Performance Criteria

Client Consultation and Preparation

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

- PC1.** greet and interact with the client in a professional and welcoming manner
- PC2.** conduct a detailed client consultation to understand their needs, preferences, hair type, and lifestyle
- PC3.** perform hair and scalp analysis to determine suitability for extension and perming
- PC4.** explain different types of hair extension and perming methods, pros/cons, and maintenance to the client
- PC5.** conduct necessary allergy and patch tests (especially for adhesives or bonding agents)

Prepare for the Service

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

- PC6.** prepare the workstation and tools hygienically and efficiently
- PC7.** select and prepare the correct type, length, colour, and texture of extensions to match natural hair
- PC8.** clean and detangle client's hair before starting the procedure
- PC9.** ensure all materials (bonding glue, tapes, threads, needles, rollers, sectioning clips) are sanitized and ready
- PC10.** follow all health and safety standards including personal protective equipment (PPE) where necessary

Perform hair extension application

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

- PC11.** section the client's hair neatly and methodically

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- PC12.**
- apply extensions using the chosen method:
 - glue-in/bonding: apply bonding agent with care, avoiding contact with scalp
 - tape-in: position tapes flat and securely, maintaining clean partings
 - sew-in (weave): cornrow natural hair and sew wefts securely without pulling
 - clip-in: secure clips firmly for temporary styles
 - micro ring/loop: thread rings carefully, clamp securely without damaging hair
- PC13.** blend natural hair with extensions through gentle combing, cutting or styling as required

Perform Perming Services

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

- PC14.** shampoo and towel-dry the hair before beginning perming
- PC15.** section hair and wrap around perm rods/rollers based on curl size and style preference
- PC16.** apply perm lotion (if used) or use mechanical methods (steam, heat) for natural perming if chemical-free
- PC17.** monitor timing and process according to product guidelines or tool instructions
- PC18.** neutralize (for chemical perms) or fix curls with steam or natural setting
- PC19.** remove rods/rollers gently and shape curls using fingers or a wide-tooth comb
- PC20.** apply natural fixative or setting product to hold curls
- PC21.** educate client on post-perm care: no shampoo for 48 hours, minimal brushing, using curl creams

Post-Service Advice and Aftercare

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

- PC22.** advise the client on proper maintenance and care for the extension and perming
- PC23.** discuss washing routines, products to use/avoid, and brushing techniques
- PC24.** explain signs of damage or loosening to monitor
- PC25.** recommend follow-up appointments for maintenance or reapplication

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** understand how to ask open-ended questions, listen actively, and record client preferences
- KU2.** basic knowledge of hair structure, scalp health, and identifying conditions that may affect extensions (e.g., alopecia, dandruff)
- KU3.** knowledge of hair types (e.g., curly, straight, coily), textures (fine, medium, coarse), scalp conditions (dry, oily, sensitive), and how these affect extension compatibility
- KU4.** difference between synthetic and human hair, and various extensions methods (clip-in, tape-in, sew-in, bonding, micro ring)
- KU5.** familiarity with various extension types (synthetic vs. natural, remy vs. non-remy) and methods (tape-in, sew-in, etc.)
- KU6.** importance of sterilizing tools and maintaining a clean workspace
- KU7.** importance of detangling and cleaning natural hair to ensure a secure and safe attachment of extensions
- KU8.** importance of neutralization and setting in the perming process (fixing curls)
- KU9.** ability to colour-match and texture match extensions with the client's hair

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- KU10.** techniques to layer and blend extensions seamlessly into the client's hair
- KU11.** methods of part and section hair for even and neat application
- KU12.** basic trimming layering, and texturing methods for natural-looking results
- KU13.** safe use of heating tools, product application, and styling methods specific to hair extensions

Generic Skills (GS)

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

- GS1.** active listening to understand client needs and concerns
- GS2.** clear verbal communication to explain procedures, options, and aftercare
- GS3.** choosing the right extension type and methods based on individual analysis
- GS4.** empathy and patience, especially during consultations and long service sessions
- GS5.** maintaining client records for follow-ups and personalized service
- GS6.** managing small tools and delicate materials with skill and control

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Client Consultation and Preparation</i>	3	10	-	7
PC1. greet and interact with the client in a professional and welcoming manner	0.5	2	-	1
PC2. conduct a detailed client consultation to understand their needs, preferences, hair type, and lifestyle	0.5	2	-	1
PC3. perform hair and scalp analysis to determine suitability for extension and perming	0.5	2	-	1
PC4. explain different types of hair extension and perming methods, pros/cons, and maintenance to the client	1	2	-	2
PC5. conduct necessary allergy and patch tests (especially for adhesives or bonding agents)	0.5	2	-	2
<i>Prepare for the Service</i>	3	10	-	5
PC6. prepare the workstation and tools hygienically and efficiently	0.5	2	-	1
PC7. select and prepare the correct type, length, colour, and texture of extensions to match natural hair	0.5	2	-	1
PC8. clean and detangle client's hair before starting the procedure	1	2	-	1
PC9. ensure all materials (bonding glue, tapes, threads, needles, rollers, sectioning clips) are sanitized and ready	0.5	2	-	1
PC10. follow all health and safety standards including personal protective equipment (PPE) where necessary	0.5	2	-	1
<i>Perform hair extension application</i>	3	6	-	5
PC11. section the client's hair neatly and methodically	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. <ul style="list-style-type: none"> • apply extensions using the chosen method: • glue-in/bonding: apply bonding agent with care, avoiding contact with scalp • tape-in: position tapes flat and securely, maintaining clean partings • sew-in (weave): cornrow natural hair and sew wefts securely without pulling • clip-in: secure clips firmly for temporary styles • micro ring/loop: thread rings carefully, clamp securely without damaging hair 	1	2	-	2
PC13. blend natural hair with extensions through gentle combing, cutting or styling as required	1	2	-	2
<i>Perform Perming Services</i>	7	16	-	9
PC14. shampoo and towel-dry the hair before beginning perming	1	2	-	1
PC15. section hair and wrap around perm rods/rollers based on curl size and style preference	1	2	-	1
PC16. apply perm lotion (if used) or use mechanical methods (steam, heat) for natural perming if chemical-free	1	2	-	2
PC17. monitor timing and process according to product guidelines or tool instructions	0.5	2	-	1
PC18. neutralize (for chemical perms) or fix curls with steam or natural setting	1	2	-	1
PC19. remove rods/rollers gently and shape curls using fingers or a wide-tooth comb	0.5	2	-	1
PC20. apply natural fixative or setting product to hold curls	1	2	-	1
PC21. educate client on post-perm care: no shampoo for 48 hours, minimal brushing, using curl creams	1	2	-	1
<i>Post-Service Advice and Aftercare</i>	4	8	-	4
PC22. advise the client on proper maintenance and care for the extension and perming	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. discuss washing routines, products to use/avoid, and brushing techniques	1	2	-	1
PC24. explain signs of damage or loosening to monitor	1	2	-	1
PC25. recommend follow-up appointments for maintenance or reapplication	1	2	-	1
NOS Total	20	50	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0248
NOS Name	Perform hair extension and perming services
Sector	Beauty & Wellness
Sub-Sector	
Occupation	Haircare Services
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N9002: Maintain health and safety at the workplace

Description

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

Scope

The scope covers the following :

- Maintain health and safety at the workplace

Elements and Performance Criteria

Maintain health and safety at the workplace

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations policies and procedures to address risks and hazards
- KU2.** health and safety requirements in the organization
- KU3.** contra-indications related to various treatment
- KU4.** process and products to sterilize and disinfect equipment/ tools
- KU5.** manufacturers instructions related to equipment and product use and cleaning

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

Generic Skills (GS)

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

- GS1.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS2.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS3.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS4.** maintain accurate records of client, treatments, operating and closing checklists, product stock status
- GS5.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** give clear instructions to customers/ clients
- GS9.** keep customers/ clients informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS11.** manner and tone, professional, supportive, respectful, sensitive to client
- GS12.** speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- GS13.** understand the directives passed down by supervisors
- GS14.** ability to listen and understand the local language in dealing with clients and maintain client confidentiality
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** plan and organize service feedback files/documents
- GS17.** plan and manage work routine based on salon procedure
- GS18.** understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- GS19.** maintain accurate records of clients, treatments and product stock levels
- GS20.** accept feedback in a positive manner and develop on the shortcomings
- GS21.** committed to service excellence, courteous, pleasant personality
- GS22.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS23.** build customer relationships and use customer centric approach
- GS24.** clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety at the workplace</i>	33	45	-	22
PC1. ensure proper supply of Personal Protective Equipment such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele	3	5	-	2
PC2. ensure maintaining basic hygiene and keep proper distance between the clientele to avoid any kind of cross infection, basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, etc.	3	4	-	2
PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	4	-	2
PC4. clean and sterilize all tools and equipment before and after use	3	4	-	2
PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	4	-	2
PC6. dispose waste materials in accordance to the industry accepted standards	3	4	-	2
PC7. maintain first aid kit and keep oneself updated on the first aid procedures	3	4	-	2
PC8. identify and document potential risks and hazards in the workplace	3	4	-	2
PC9. accurately maintain accident reports	3	4	-	2
PC10. report health and safety risks/ hazards to concerned personnel	3	4	-	2
PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	4	-	2
NOS Total	33	45	-	22

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9002
NOS Name	Maintain health and safety at the workplace
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	5.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQF Clearance Date	18/12/2025

Qualification Pack

BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

- Appearance and behavior
- Task execution as per organisation's standards
- Communication and information record

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

- PC10.** communicate procedure related information to guests based on the sectors code of practices and organisations procedures/ guidelines
- PC11.** communicate role related information to stakeholders in a polite manner and resolve queries, if any

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS2.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS3.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS4.** maintain accurate records of client, treatments, operating and closing checklists, product stock status

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- GS5.** reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- GS8.** give clear instructions to customers/ clients
- GS9.** keep customers/ clients informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS11.** manner and tone, professional, supportive, respectful, sensitive to client
- GS12.** speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- GS13.** understand the directives passed down by supervisors
- GS14.** ability to listen and understand the local language in dealing with clients and maintain client confidentiality
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** plan and organize service feedback files/documents
- GS17.** plan and manage work routine based on salon procedure
- GS18.** understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- GS19.** maintain accurate records of clients, treatments and product stock levels
- GS20.** accept feedback in a positive manner and develop on the shortcomings
- GS21.** committed to service excellence, courteous, pleasant personality
- GS22.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS23.** build customer relationships and use customer centric approach
- GS24.** clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- GS25.** maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- GS26.** sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- GS27.** manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- GS28.** handle, use and store products, tools and equipment safely to meet with the manufacturers instructions
- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
- GS30.** deal with clients lacking the technical background to solve the problem on their own
- GS31.** identify immediate or temporary solutions to resolve delays
- GS32.** use the existing data to arrive at specific data points
- GS33.** use the existing data points to generate required reports for business
- GS34.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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- GS35.** participate in self-developmental training activities to enhance ones knowledge of salon performance standards and applicable health and

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Appearance and Behavior</i>	7	10	-	5
PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	3	-	1
PC2. meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, etc.	2	3	-	1
PC3. stay free from intoxicants while on duty	1	2	-	1
PC4. wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach	2	2	-	2
<i>Task execution as per organization's standards</i>	10	13	-	5
PC5. take appropriate and approved actions in line with instructions and guidelines	2	2	-	1
PC6. participate in workplace activities as a part of the larger team	2	3	-	1
PC7. report to supervisor immediately in case there are any work issues	2	2	-	1
PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	3	-	1
PC9. improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.	2	3	-	1
<i>Communication and Information record</i>	18	23	-	9

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. communicate procedure related information to guests based on the sectors code of practices and organisations procedures/ guidelines	2	3	-	1
PC11. communicate role related information to stakeholders in a polite manner and resolve queries, if any	2	2	-	1
PC12. assist and guide guests to services or products based on their needs	2	3	-	1
PC13. report and record instances of aggressive/ unruly behavior and seek assistance	2	2	-	1
PC14. use communication equipment (phone, email etc.) as mandated by the organization	2	2	-	1
PC15. carry out routine documentation (such as recording details related to employee's tasks, services taken and feedback given by clients) legibly and accurately in the desired format	2	2	-	1
PC16. maintain confidentiality of information, as required, in the role	2	3	-	1
PC17. communicate the internalization of gender & its concepts at work place	2	3	-	1
PC18. conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc.	2	3	-	1
NOS Total	35	46	-	19

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9003
NOS Name	Create a positive impression at the workplace
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	5.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

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

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- 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	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Qualification Pack

BWS/N0231: Provide shaving services

Description

Perform shaving as part of the barbering services.

Scope

The scope covers the following :

- Providing shaving services

Elements and Performance Criteria

Provide shaving services

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

1. adhere to the health and safety standards laid out by the manufacturer and salon
2. position self and client throughout treatment to ensure privacy, comfort and wellbeing
3. prepare yourself, the client and work area for shaving services.
4. clarify the client's understanding and expectation prior to commencement of treatment
5. sanitize the hands prior to treatment commencement
6. select shaving products, tools and equipment based on the results of client consultation and hair analysis
7. consult the client to identify the desired look before shaving
8. identify the condition of the hair to achieve the required results by analysing the influencing factors
9. select the most suitable technique to the client's hair and to achieve the desired look
10. establish and follow the guidelines to accurately achieve the required look (Full shave, Partial shave, Beard outlines)
11. create balanced and shaped sideburns that suit the required look
12. check the client's wellbeing throughout the service and giving the necessary reassurance
13. position self and client throughout procedure to ensure comfort and wellbeing
14. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
15. promptly refer problems that cannot be solved to the relevant superior for action
16. complete the procedure to the satisfaction of the client in a commercially acceptable time
17. record the procedure accurately and store information securely in line with the salon's policies
18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization
- KU4.** hair and scalp conditions and causes
- KU5.** various cutting tools (open blade razors, with disposable blades Shaving brushes, Sponges)
- KU6.** various facial hair shapes and facial outlines
- KU7.** knowledge of ingrowing hair
- KU8.** lathering products. Creams Oils Gel Soap
- KU9.** influencing factors (Hair type, texture, growth pattern, face shape, lifestyle, head size, Hair density facial piercing Facial contours Clients wishes)
- KU10.** range and suitability of shaving products, tools and equipment and the effects achieved
- KU11.** range and application of finishing products
- KU12.** communicable diseases like warts etc

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** record customers discussions in the call logs
- GS4.** write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
- GS5.** read about new products and services with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
- GS8.** discuss task lists, schedules, and work-loads with co-workers
- GS9.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS10.** give clear instructions to customers
- GS11.** keep customers informed about progress
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide shaving services</i>	22	45	-	33
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	1
2. position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	1	-	1
3. prepare yourself, the client and work area for shaving services.	1	2	-	1
4. clarify the client's understanding and expectation prior to commencement of treatment	0.5	1	-	0.5
5. sanitize the hands prior to treatment commencement	1	2	-	2
6. select shaving products, tools and equipment based on the results of client consultation and hair analysis	1	2	-	2
7. consult the client to identify the desired look before shaving	1	2	-	2
8. identify the condition of the hair to achieve the required results by analysing the influencing factors	2	4	-	3
9. select the most suitable technique to the clients hair and to achieve the desired look	2	4	-	2
10. establish and follow the guidelines to accurately achieve the required look (Full shave, Partial shave, Beard outlines)	2	8	-	5
11. create balanced and shaped sideburns that suit the required look	3	6	-	6
12. check the clients wellbeing throughout the service and giving the necessary reassurance	1	3	-	2
13. position self and client throughout procedure to ensure comfort and wellbeing	1	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
14. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	1
15. promptly refer problems that cannot be solved to the relevant superior for action	1	1	-	1
16. complete the procedure to the satisfaction of the client in a commercially acceptable time	1	1	-	1
17. record the procedure accurately and store information securely in line with the salons policies	1	1	-	1
18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	0.5	2	-	0.5
NOS Total	22	45	-	33

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0231
NOS Name	Provide shaving services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Haircare Services
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N9001.Prepare and maintain work area	30	47	-	23	100	5
BWS/N0202.Shampoo, condition the hair and scalp	25	45	-	30	100	5
BWS/N0205.Perform blow drying of hair	21	45	-	34	100	10
BWS/N0206.Perform Indian head massage and hair spa services	20	50	-	30	100	10
BWS/N0207.Cut hair	20	45	-	35	100	10
BWS/N0208.Perform hair styling and dressing	20	50	0	30	100	10
BWS/N0209.Colour and lighten hair	15	47	-	38	100	10
BWS/N0211.Perform hair relaxing and straightening services	22	48	-	30	100	10
BWS/N0248.Perform hair extension and perming services	20	50	-	30	100	10
BWS/N9002.Maintain health and safety at the workplace	33	45	-	22	100	5

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N9003.Create a positive impression at the workplace	35	46	-	19	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	281	548	-	321	1150	100

Optional: 1 Provide shaving services

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N0231.Provide shaving services	22	45	-	33	100	10
Total	22	45	-	33	100	10

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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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.