

## Qualification Pack



# Junior Nail Technician

QP Code: BWS/Q0401

Version: 5.0

NSQF Level: 3

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## Qualification Pack

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### BWS/Q0401: Junior Nail Technician

#### Brief Job Description

A Junior Nail Technician performs various duties such as manicure and pedicure and assists the nail technician in providing advanced nail care services like nail art, nail tips, nail enhancement. The Assistant Nail Technician needs to be knowledgeable on health safety and hygiene, beauty products, and a range of basic nail care services.

#### Personal Attributes

This job requires an individual with experience in manicure and pedicure to provide a range of nail care services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [BWS/N9001: Prepare and maintain work area](#)
2. [BWS/N0401: Provide manicure and pedicure services](#)
3. [BWS/N0415: Provide nail enhancement services using UV gel nails and \(liquid and powder\) acrylic nails](#)
4. [BWS/N0406: Perform refill](#)
5. [BWS/N0416: Provide simple and basic nail art services](#)
6. [BWS/N0127: Carry out application of simple mehndi designs](#)
7. [BWS/N0417: Provide Indian head massage](#)
8. [BWS/N9002: Maintain health and safety at the workplace](#)
9. [BWS/N9003: Create a positive impression at the workplace](#)
10. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
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<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Nailcare Services
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	12
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.9900
<b>Minimum Educational Qualification &amp; Experience</b>	<p>10th grade pass OR 8th grade pass with 3 Years of experience in nailcare services OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience in nailcare services OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience in nailcare services</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	16 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	18/12/2028
<b>NSQC Approval Date</b>	18/12/2025
<b>Version</b>	5.0
<b>Reference code on NQR</b>	QG-03-BW-06581-2025-V2-BWSSC
<b>NQR Version</b>	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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	<b>30</b>	<b>47</b>	-	<b>23</b>
<b>PC1.</b> 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
<b>PC2.</b> identify and select suitable equipment and products required for the respective services/ session	2	3	-	2
<b>PC3.</b> set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines	2	3	-	2
<b>PC4.</b> 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
<b>PC5.</b> prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	2	3	-	2
<b>PC6.</b> sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	2	4	-	2
<b>PC7.</b> 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
<b>PC8.</b> identify ways to optimize usage of material including water in various tasks/activities/processes	2	3	-	2
<b>PC9.</b> 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
<b>PC10.</b> identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	2	3	-	1
<b>PC11.</b> store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	2	3	-	1
<b>PC12.</b> ensure electrical equipment and appliances are switched off when not in use	2	3	-	1
<b>PC13.</b> store records, materials and equipment securely in line with the policies	2	3	-	1
<b>PC14.</b> 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
<b>PC15.</b> set up and promote digital modes of payment to lessen any kind of cross infection	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>47</b>	<b>-</b>	<b>23</b>

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### BWS/N0401: Provide manicure and pedicure services

#### Description

Clean and remove dead skin and callous from hands and feet and improve the appearance of nails.

#### Scope

The scope covers the following :

- prepare the client for service
- carrying out manicure and pedicure services
- post service procedures

#### 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 organization
- PC2.** sanitize the hands prior to procedure commencement as per organisational approved process
- PC3.** prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
- PC4.** ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
- PC5.** position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure
- PC6.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC7.** perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client

##### *Carrying out manicure and pedicure services*

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

- PC8.** remove any existing nail polish using approved products and procedures before proceeding further
- PC9.** enquire to establish the desired length and shape of nails (hands or toes) with the client
- PC10.** file the nails ensuring the nails free edge is left smooth and shaped to required length according to the clients preference
- PC11.** remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free
- PC12.** use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
- PC13.** use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the clients skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)

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- PC14.** use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the clients needs
- PC15.** remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client
- PC16.** leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials
- PC17.** check that the nail plate is dehydrated and the underside is clean and free of debris
- PC18.** apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish
- PC19.** check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel

### *Post Service procedures*

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

- PC20.** 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
- PC21.** clean the treated area and use a suitable soothing product
- PC22.** complete the therapy to the satisfaction of the guest in a commercially acceptable time
- PC23.** record the therapy accurately and store information securely in line with the organizations 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 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.** anatomical structure, function, characteristics of nail and the process of nail growth  
Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle);Functions protection
- KU6.** anatomical structure and function of the skin  
Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings  
Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production
- KU7.** names and position of bones of lower leg and foot

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- KU8.** names and position of bones of the wrist, hands fingers and forearm
- KU9.** structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm
- KU10.** position of arteries and veins of lower leg, foot, hand and arm
- KU11.** location of muscles of the lower leg, foot, hand and arms
- KU12.** nail diseases and disorders
- KU13.** nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing service
- KU14.** respective necessary action relevant to contra-indications
- KU15.** products and tools suitable to carry the procedure  
Products: Exfoliant, enamel remover, nail enamels, cuticle cream  
Tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers
- KU16.** pedicure and manicure techniques  
Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing
- KU17.** contra-actions and respective necessary actions
- KU18.** customer service principles including privacy and protection to modesty of the customers
- KU19.** 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 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 skills)
- 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

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- 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 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
- 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



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- 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>	<b>6</b>	<b>12</b>	-	<b>5</b>
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	0.5
<b>PC2.</b> sanitize the hands prior to procedure commencement as per organisational approved process	-	1	-	0.5
<b>PC3.</b> prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	-	2	-	1
<b>PC4.</b> ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	-	1	-	1
<b>PC5.</b> position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure	1	2	-	0.5
<b>PC6.</b> adjust the clients position to meet the needs of the service without causing them discomfort	2	2	-	0.5
<b>PC7.</b> perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	2	2	-	1
<i>Carrying out manicure and pedicure services</i>	<b>12</b>	<b>24</b>	-	<b>12</b>
<b>PC8.</b> remove any existing nail polish using approved products and procedures before proceeding further	1	2	-	1
<b>PC9.</b> enquire to establish the desired length and shape of nails (hands or toes) with the client	1	2	-	1
<b>PC10.</b> file the nails ensuring the nails free edge is left smooth and shaped to required length according to the clients preference	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free	1	2	-	1
<b>PC12.</b> use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	1	2	-	1
<b>PC13.</b> use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the clients skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)	1	2	-	1
<b>PC14.</b> use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the clients needs	1	2	-	1
<b>PC15.</b> remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	1	2	-	1
<b>PC16.</b> leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials	1	2	-	1
<b>PC17.</b> check that the nail plate is dehydrated and the underside is clean and free of debris	1	2	-	1
<b>PC18.</b> apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish	1	2	-	1
<b>PC19.</b> check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel	1	2	-	1
<i>Post Service procedures</i>	<b>7</b>	<b>14</b>	-	<b>8</b>
<b>PC20.</b> 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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC21.</b> clean the treated area and use a suitable soothing product	1	2	-	1
<b>PC22.</b> complete the therapy to the satisfaction of the guest in a commercially acceptable time	1	2	-	1
<b>PC23.</b> record the therapy accurately and store information securely in line with the organizations policies	1	2	-	1
<b>PC24.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	1	2	-	2
<b>PC25.</b> ask questions to check with the client their satisfaction with the finished result	1	2	-	1
<b>PC26.</b> 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
<b>NOS Total</b>	<b>25</b>	<b>50</b>	<b>-</b>	<b>25</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0401
<b>NOS Name</b>	Provide manicure and pedicure services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services, Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	10.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	18/12/2025

## Qualification Pack

### BWS/N0415: Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

#### Description

This OS unit is about performing foundational nail enhancement services using UV gel nails and (liquid and powder) acrylic nails in accordance to the organizations standards of performance.

#### Scope

The scope covers the following :

- prepare self and client
- apply UV nail enhancements
- apply acrylic (powder and liquid) nail enhancements
- post treatment procedures

#### Elements and Performance Criteria

##### *Prepare self and client*

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 organization
2. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
3. sanitize the hands prior to treatment commencement using a hand sanitiser
4. prepare the client for the treatment and provide suitable protective apparel
5. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
6. clean the nails to ensure they are free from bacteria
7. use a soak, hand wash, sanitizer, dis-incrustation wipes, anti-septic solutions
8. set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting clients needs
9. prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician
10. promptly refer problems that cannot be solved to the relevant person/ nail technician for action
11. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required
12. identify the condition of the nails and any corrective work to suit the clients natural nail shape and condition
13. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail

##### *Apply UV nail enhancements*

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

## Qualification Pack

14. identify and select the correct products and tools for the UV nail enhancement job Products: clear gel, gel polish, base and builder gels, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, brush
15. use primers to remove oils safely, protecting the skin
16. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue
17. shorten the nail tips to the desired length and blend the tips
18. apply UV gel layers in the correct sequence
19. perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail
20. apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application
21. repeat the builder gel application if necessary to achieve desired thickness of the gel
22. perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness
23. monitor UV curing timing to ensure adherence to product manufacturers instructions
24. use a coat of clear polish or paint them with coloured nail polish as required
25. apply the polish to the entire nail to create a smooth, even surface
26. repair UV gel enhancements to restore desired look with guidance from the supervisor

### *Apply acrylic (powder and liquid) nail enhancements*

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

27. identify and select the correct products and tools for the acrylic nail enhancement job Products: monomer (ethyl methacrylate), acrylic powder, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, Dappen dish and brush
28. follow in accordance with manufacturers instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements
29. use primers to remove oils safely, protecting the skin
30. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue
31. pour the liquid and powder in different bowls in a well ventilated area
32. apply the liquid and powder to the brush in the correct order, ratio and consistency
33. apply the acrylic evenly to the nail without touching the cuticle
34. ensure the acrylic is dried before moving on to the next step
35. use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine
36. use a coat of clear polish or paint them with coloured nail polish as required

### *Post treatment procedures*

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

37. identify and resolve any problems with the nail enhancements seeking help from supervisor as required
38. perform nail repair technique to restore the nail enhancement following guidance of the supervisor



## Qualification Pack

39. finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service
40. use work methods to minimise wastage
41. complete the service to the satisfaction of the client in a commercially acceptable time
42. check the natural nail plate and surrounding skin is undamaged and free from product
43. refer problems that cannot be solved to the relevant person or supervisor promptly
44. clean up the work area post-service to maintain the health and safety standard
45. provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client
46. dispose waste materials as per organisational standards in a safe and hygienic manner
47. record details of the procedure accurately as per organisational policy and approved practice
48. store information securely in line with the salons policies
49. ask questions to check with the client their satisfaction with the finished result
50. 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.** anatomical structure and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions protection
- KU6.** characteristics of nail and the process of nail growth
- KU7.** nail diseases and disorders
- KU8.** nail analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment
- KU9.** products and tools suitable to carry the procedure of UV gel nail enhancement Products: enamel remover, gel, tips Tools: gel brushes, clipper, nail brush, nail file, cuticle nippers, emery boards, nail clippers Equipment: UV lamp
- KU10.** products and tools suitable to carry the procedure of acrylic (liquid and powder) nail enhancement Products: Monomer (ethyl methacrylate), acrylic nail tips, nail glue, acetone based oil free nail polish remover Tools: Acrylic clippers, acrylic files, 180-240 grit, acrylic liquid and powder, acrylic bowl and brush
- KU11.** basic anatomy, physiology and pathology for nail treatments
- KU12.** basic contraindications, contra actions, relevant subsequent plans Contra actions: Lifting, breaking and splitting of extension, discoloration of product, breaking and splitting of natural nail, bacterial, fungal infection, discoloration of natural nail

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- KU13.** nails feature and conditions relevant to gel enhancements and impact on the same Features and conditions: cuticle conditions, nail shape, nail length
- KU14.** manicure and pedicure services
- KU15.** nail shaping and filing techniques Shaping techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing Filing techniques: emery board, glass, buffing block, electrical files, beveling, etc.
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** importance of keeping accurate records of treatments, clients and product usage (inventory)
- KU18.** 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 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 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, treatments, 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.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS14.** give clear instructions to customers and/or coworkers as required
- GS15.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS16.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS17.** exchange information effectively to perform a task
- GS18.** give simple directions, instructions and explanations
- GS19.** 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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- GS20.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS21.** use simple and compound sentences in conversations
- GS22.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS23.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS24.** listen and understand the local language in dealing with clients
- GS25.** decide on course of action by recalling organisational policy, procedures and service standards
- GS26.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS27.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS28.** get information on chain of command to be approached for decisions based on
- GS29.** identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS30.** keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS31.** organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS32.** organize service feedback files/documents
- GS33.** plan and manage work routine based on salon procedure
- GS34.** maintain the work area, equipment and product stocks to meet client schedules
- GS35.** maintain accurate records of clients, treatments and product stock levels
- GS36.** plan own development in line with feedback given from supervisor, coworkers and clients
- GS37.** prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS38.** minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS39.** respond promptly to customers in a manner that aims to exceed their expectation
- GS40.** adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS41.** build customer relationships using a customer centric approach
- GS42.** follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS43.** identify problems that hinder achievement or increase risks
- GS44.** recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS45.** 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
- GS46.** escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS47.** explain the importance of resolving problem in a timely manner

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- GS48.** explain the importance of accurate communications in problem resolution
- GS49.** explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS50.** seek guidance to define criteria and assign values of importance and urgency
- GS51.** sort information in order of importance
- GS52.** identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS53.** differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS54.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS55.** identify relevant and reliable sources of information for seeking clarity where required
- GS56.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS57.** 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 self and client</i>	<b>7</b>	<b>11.5</b>	-	<b>7.5</b>
1. adhere to the health and safety standards laid out by the manufacturer and organization	0.5	1	-	0.5
2. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	0.5	1	-	0.5
3. sanitize the hands prior to treatment commencement using a hand sanitiser	-	0.5	-	0.5
4. prepare the client for the treatment and provide suitable protective apparel	0.5	1	-	0.5
5. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	0.5	1	-	0.5
6. clean the nails to ensure they are free from bacteria	0.5	0.5	-	0.5
7. use a soak, hand wash, sanitizer, disincrustation wipes, anti-septic solutions	0.5	0.5	-	0.5
8. set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting clients needs	0.5	1	-	0.5
9. prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician	1	1.5	-	0.5
10. promptly refer problems that cannot be solved to the relevant person/ nail technician for action	0.5	1	-	1
11. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required	0.5	1	-	0.5

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. identify the condition of the nails and any corrective work to suit the clients natural nail shape and condition	0.5	0.5	-	0.5
13. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail	1	1	-	1
<i>Apply UV nail enhancements</i>	<b>8</b>	<b>14</b>	-	<b>9.5</b>
14. identify and select the correct products and tools for the UV nail enhancement job Products: clear gel, gel polish, base and builder gels, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, brush	0.5	0.5	-	0.5
15. use primers to remove oils safely, protecting the skin	0.5	0.5	-	0.5
16. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue	0.5	0.5	-	0.5
17. shorten the nail tips to the desired length and blend the tips	0.5	1	-	1
18. apply UV gel layers in the correct sequence	0.5	1	-	1
19. perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail	1	2	-	1
20. apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application	0.5	1	-	1
21. repeat the builder gel application if necessary to achieve desired thickness of the gel	0.5	2	-	0.5
22. perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness	1	2	-	1
23. monitor UV curing timing to ensure adherence to product manufacturers instructions	0.5	1	-	0.5

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
24. use a coat of clear polish or paint them with coloured nail polish as required	0.5	0.5	-	0.5
25. apply the polish to the entire nail to create a smooth, even surface	0.5	1	-	0.5
26. repair UV gel enhancements to restore desired look with guidance from the supervisor	1	1	-	1
<i>Apply acrylic (powder and liquid) nail enhancements</i>	<b>4</b>	<b>6.5</b>	-	<b>5</b>
27. identify and select the correct products and tools for the acrylic nail enhancement job Products: monomer (ethyl methacrylate), acrylic powder, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, Dappen dish and brush	0.5	0.5	-	0.5
28. follow in accordance with manufacturers instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements	0.5	1	-	0.5
29. use primers to remove oils safely, protecting the skin	-	0.5	-	0.5
30. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue	0.5	0.5	-	0.5
31. pour the liquid and powder in different bowls in a well ventilated area	0.5	0.5	-	0.5
32. apply the liquid and powder to the brush in the correct order, ratio and consistency	0.5	0.5	-	0.5
33. apply the acrylic evenly to the nail without touching the cuticle	0.5	0.5	-	0.5
34. ensure the acrylic is dried before moving on to the next step	-	0.5	-	0.5
35. use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine	0.5	1	-	0.5
36. use a coat of clear polish or paint them with coloured nail polish as required	0.5	1	-	0.5



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Post treatment procedures</i>	<b>6</b>	<b>13</b>	-	<b>8</b>
<b>37.</b> identify and resolve any problems with the nail enhancements seeking help from supervisor as required	0.5	2	-	0.5
<b>38.</b> perform nail repair technique to restore the nail enhancement following guidance of the supervisor	1	1	-	1
<b>39.</b> finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service	0.5	1	-	0.5
<b>40.</b> use work methods to minimise wastage	0.5	1	-	0.5
<b>41.</b> complete the service to the satisfaction of the client in a commercially acceptable time	0.5	1	-	1
<b>42.</b> check the natural nail plate and surrounding skin is undamaged and free from product	0.5	0.5	-	0.5
<b>43.</b> refer problems that cannot be solved to the relevant person or supervisor promptly	0.5	1	-	0.5
<b>44.</b> clean up the work area post-service to maintain the health and safety standard	-	0.5	-	0.5
<b>45.</b> provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client	0.5	1	-	0.5
<b>46.</b> dispose waste materials as per organisational standards in a safe and hygienic manner	-	0.5	-	0.5
<b>47.</b> record details of the procedure accurately as per organisational policy and approved practice	0.5	1	-	0.5
<b>48.</b> store information securely in line with the salons policies	-	0.5	-	0.5
<b>49.</b> ask questions to check with the client their satisfaction with the finished result	0.5	1	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
50. 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	-	0.5
<b>NOS Total</b>	<b>25</b>	<b>45</b>	<b>-</b>	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0415
<b>NOS Name</b>	Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	18/12/2025

## Qualification Pack

### BWS/N0406: Perform refill

#### Description

Perform refilling in accordance to the organizations standards of performance and sequences of services.

#### Scope

The scope covers the following :

- perform refill

#### Elements and Performance Criteria

##### *Perform refill*

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 organization
2. position self and client throughout treatment to ensure comfort and wellbeing
3. sanitize the hands prior to treatment commencement
4. prepare the client and provide suitable protective apparel
5. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions
6. carry out client consultation technique to identify the treatment plan and client needs
7. ensure the client and you have understood the treatment objective and plan
8. perform cleaning of nails to ensure they are free from bacteria
9. buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines
10. perform correct filing technique to achieve desired length and shape
11. dehydrate the natural nail appropriately depending on acrylic/ gel service
12. perform the correct application to refinish the nail with acrylic/ gel system
13. perform buffing techniques correctly and seal to create a high shine finish
14. monitor UV/ LED curing time as per product manufacturers instructions
15. remove surface residue at the right stage, if required
16. apply polish, if requested by client
17. finish the nail enhancements to the clients satisfaction and meet the agreed service plan

#### 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

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- KU4.** the structure, function, characteristics of nail types and nail growth
- KU5.** products, tools and equipment suitable to carry the procedure of refill
- KU6.** basic anatomy, physiology and pathology for nail treatments
- KU7.** basic contraindications, contra actions, treatment plans
- KU8.** nails and analysis e.g. Cuticle conditions, Nail shape, Nail length
- KU9.** contractions/ contra indications e.g. Lifting, Breaking and splitting of extension, Discoloration of product, Bacterial, Breaking and splitting of natural nail, Fungal infection, Discoloration of natural nail
- KU10.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection.
- KU11.** aftercare advise and products

## 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)
- GS18.** deal with clients lacking the technical background to solve the problem on their own

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform refill</i>	<b>24</b>	<b>42</b>	-	<b>34</b>
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	2
2. position self and client throughout treatment to ensure comfort and wellbeing	1	2	-	1
3. sanitize the hands prior to treatment commencement	1	2	-	1
4. prepare the client and provide suitable protective apparel	1	2	-	2
5. set-up products, tools, equipment and techniques to suit clients service needs, nail and skin conditions	1	3	-	2
6. carry out client consultation technique to identify the treatment plan and client needs	2	3	-	2
7. ensure the client and you have understood the treatment objective and plan	1	1	-	1
8. perform cleaning of nails to ensure they are free from bacteria	1	3	-	3
9. buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines	1	3	-	2
10. perform correct filing technique to achieve desired length and shape	2	3	-	2
11. dehydrate the natural nail appropriately depending on acrylic/ gel service	2	3	-	3
12. perform the correct application to refinish the nail with acrylic/ gel system	2	4	-	3
13. perform buffing techniques correctly and seal to create a high shine finish	2	3	-	3
14. monitor UV/ LED curing time as per product manufacturers instructions	2	2	-	2



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
15. remove surface residue at the right stage, if required	1	2	-	1
16. apply polish, if requested by client	1	2	-	2
17. finish the nail enhancements to the clients satisfaction and meet the agreed service plan	2	2	-	2
<b>NOS Total</b>	<b>24</b>	<b>42</b>	<b>-</b>	<b>34</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0406
<b>NOS Name</b>	Perform refill
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	18/12/2025

## Qualification Pack

### BWS/N0416: Provide simple and basic nail art services

#### Description

This OS unit is about performing simple and nail art services using 2D designs image and simple transfer techniques in accordance to the organizations standards of performance.

#### Scope

The scope covers the following :

- Preparing self and client
- Prepare nail and applying art techniques
- Complete nail art services
- Post- procedure tasks

#### Elements and Performance Criteria

##### *Preparing self and client*

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 organization
2. sanitize the hands prior to procedure commencement as per organisational approved process
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
6. identify contra indications that restrict service and act accordingly as per organisational standards
7. set-up products, tools, equipment for relevant techniques to suit clients service needs, nail and skin conditions  
Tools: brushes, stick on transfer, nail files  
Products: base coat, nail art paint, glitter, enamel remover, dehydrator, cotton, adhesive

##### *Prepare nail and applying art techniques*

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

8. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods
9. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician
10. apply various techniques of nail art  
Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle

##### *Complete nail art services*

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

11. identify contra actions if any during the service and stop service and refer to the supervisor

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12. complete the service to the satisfaction of the client in a commercially acceptable time
13. check the natural nail plate and surrounding skin is undamaged and free from product
14. identify and resolve any problems with the nail art with guidance from the supervisor

### *Post procedure tasks*

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

15. refer problems that cannot be solved to the relevant person or supervisor promptly
16. clean up and dispose the waste in the work area post-service to maintain the health and safety standard
17. update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures
18. dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively
19. provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement 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 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.** anatomical structure and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions protection
- KU6.** characteristics of nail and the process of nail growth
- KU7.** anatomical structure and function of the skin and skin types
- KU8.** nail diseases and disorders
- KU9.** nail and skin analysis by visual/manual examination to identify nail conditions and contra indications restricting or preventing services
- KU10.** products and tools suitable to carry the nail art procedure Tools: brushes, stick on transfer, nail files, cotton, Products: nail art paint, glitter, enamel remover, adhesive
- KU11.** basic anatomy, physiology and pathology for nail services
- KU12.** basic techniques of nail art and their respective application procedures (Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle)
- KU13.** basic contraindications, contra actions, service plans
- KU14.** nails feature and conditions relevant to nail art and impact on the same (Features and conditions: cuticle conditions, nail shape, nail length)
- KU15.** customer service principles including privacy and protection to modesty of the customers
- KU16.** importance of keeping accurate records of services, clients and product usage (inventory)

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**KU17.** 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 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 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.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS14.** give clear instructions to customers and/or coworkers as required
- GS15.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS16.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS17.** exchange information effectively to perform a task
- GS18.** give simple directions, instructions and explanations
- GS19.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS20.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS21.** use simple and compound sentences in conversations
- GS22.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS23.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS24.** listen and understand the local language in dealing with clients
- GS25.** decide on course of action by recalling organisation policy, procedures and service standards

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

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- GS54.** verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS55.** identify relevant and reliable sources of information for seeking clarity where required
- GS56.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS57.** 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>Preparing self and client</i>	<b>7.5</b>	<b>17</b>	-	<b>10.5</b>
1. adhere to the health and safety standards laid out by the manufacturer and organization	1	2	-	2
2. sanitize the hands prior to procedure commencement as per organisational approved process	0.5	3	-	0.5
3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	1	3	-	2
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	1	3	-	2
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	1	2	-	1
6. identify contra indications that restrict service and act accordingly as per organisational standards	1	2	-	1
7. set-up products, tools, equipment for relevant techniques to suit clients service needs, nail and skin conditions Tools: brushes, stick on transfer, nail files Products: base coat, nail art paint, glitter, enamel remover, dehydrator, cotton, adhesive	2	2	-	2
<i>Prepare nail and applying art techniques</i>	<b>5</b>	<b>7</b>	-	<b>8</b>
8. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods	1	2	-	2
9. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician	2	3	-	3



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>10.</b> apply various techniques of nail art Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle	2	2	-	3
<i>Complete nail art services</i>	<b>5</b>	<b>8</b>	-	<b>7</b>
<b>11.</b> identify contra actions if any during the service and stop service and refer to the supervisor	1	2	-	2
<b>12.</b> complete the service to the satisfaction of the client in a commercially acceptable time	2	2	-	2
<b>13.</b> check the natural nail plate and surrounding skin is undamaged and free from product	1	2	-	2
<b>14.</b> identify and resolve any problems with the nail art with guidance from the supervisor	1	2	-	1
<i>Post procedure tasks</i>	<b>5.5</b>	<b>11</b>	-	<b>8.5</b>
<b>15.</b> refer problems that cannot be solved to the relevant person or supervisor promptly	2	2	-	2
<b>16.</b> clean up and dispose the waste in the work area post-service to maintain the health and safety standard	0.5	3	-	0.5
<b>17.</b> update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures	1	2	-	2
<b>18.</b> dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively	1	2	-	2
<b>19.</b> provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client	1	2	-	2
<b>NOS Total</b>	<b>23</b>	<b>43</b>	-	<b>34</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0416
<b>NOS Name</b>	Provide simple and basic nail art services
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	18/12/2025

## Qualification Pack

### BWS/N0127: Carry out application of simple mehndi designs

#### Description

This OS unit is about application of mehndi design as a temporary form of skin decoration. This is an artistic body art procedure.

#### Scope

The scope covers the following :

- Prepare for mehndi application
- Apply simple mehndi designs

#### Elements and Performance Criteria

##### *Prepare for mehndi application*

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 organization
- PC2.** use mehndi procured from authorised sources only
- PC3.** ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
- PC4.** adjust the clients position to meet the needs of the service without causing them discomfort
- PC5.** sanitize the hands prior to service commencement using a hand sanitiser
- PC6.** prepare the client and provide suitable protective apparel
- PC7.** use suitable consultation techniques to identify design objectives
- PC8.** select and use products, tools and equipment to suit design objectives
- PC9.** perform pre- preparation of mehndi/henna for the cone
- PC10.** perform preparation of the cone and ensure a suitable tip size
- PC11.** prepare the mehndi to appropriate consistency and recipe for application technique
- PC12.** carry out a skin sensitivity test suitably to test for contra action

##### *Apply simple mehndi design*

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

- PC13.** apply mehndi design using simple elements and correct procedures on hands, wrists and feet
- PC14.** complete the application to the satisfaction of the customer in a commercially acceptable time
- PC15.** comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs
- PC16.** check the clients comfort and wellbeing throughout the service and adapt
- PC17.** discontinue service, and do not provide advice and recommendations where contra-actions occur
- PC18.** ensure the work area is kept clean and tidy during the service Carry out post-procedure actions

## Qualification Pack

### Carry out post-procedure actions

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

- PC19.** dispose waste materials as per organisational standards in a safe and hygienic manner
- PC20.** record details of the procedure accurately as per organisational policy and approved practice
- PC21.** store information securely in line with the salons policies
- PC22.** provide specific after-process advice to the client for colour fastening and contra actions
- 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.** the health, safety and legal requirements as applicable to the area of work
- KU2.** service standards and brand image related details of the salon
- KU3.** safe, effective and hygiene practices to be followed while working in the organization  
B.TechnicalKnowledge
- KU4.** environmental conditions required and expected for carrying out services and importance of maintaining theseConditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** products, materials and tools used for mehendi application and their correct use
- KU6.** importance of right consistency of mehendi mixture
- KU7.** contra indications and contra actions for mehendi application
- KU8.** procedure to prepare and store mehendi
- KU9.** method of preparation of the cone
- KU10.** skin sensitivity test, its importance and procedure
- KU11.** simple design elements used in mehendi design
- KU12.** risks of using sub-standard products
- KU13.** various parts of the body commonly used for mehendi application
- KU14.** factors impacting customer comfort and satisfaction while undergoing the process of mehendi application
- KU15.** factors impacting resultant colour of the applied mehendi
- KU16.** importance of aftercare procedures and considerations for mehendi services
- KU17.** customer service principles including privacy and protection to modesty of
- KU18.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU19.** 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:

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- 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 Oral Communication (Listening and Speaking skills)
- 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
- GS17.** speak or communicate with reasonable ease in structured situations and short
- 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.** decide on course of action by recalling organisational policy, procedures and service standards

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for mehendi application</i>	<b>14</b>	<b>21</b>	-	<b>18</b>
<b>PC1.</b> adhere to the health and safety standards laid out by the manufacturer and organization	1	1	-	1
<b>PC2.</b> use mehendi procured from authorised sources only	1	2	-	2
<b>PC3.</b> ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	2	2	-	2
<b>PC4.</b> adjust the clients position to meet the needs of the service without causing them discomfort	1	2	-	2
<b>PC5.</b> sanitize the hands prior to service commencement using a hand sanitiser	1	1	-	1
<b>PC6.</b> prepare the client and provide suitable protective apparel	1	1	-	1
<b>PC7.</b> use suitable consultation techniques to identify design objectives	1	2	-	1
<b>PC8.</b> select and use products, tools and equipment to suit design objectives	1	2	-	2
<b>PC9.</b> perform pre- preparation of mehndi/henna for the cone	1	2	-	1
<b>PC10.</b> perform preparation of the cone and ensure a suitable tip size	1	2	-	2
<b>PC11.</b> prepare the mehendi to appropriate consistency and recipe for application technique	2	2	-	2
<b>PC12.</b> carry out a skin sensitivity test suitably to test for contra action	1	2	-	1
<i>Apply simple mehendi design</i>	<b>6</b>	<b>12</b>	-	<b>6</b>
<b>PC13.</b> apply mehendi design using simple elements and correct procedures on hands, wrists and feet	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> complete the application to the satisfaction of the customer in a commercially acceptable time	1	2	-	1
<b>PC15.</b> comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	1	2	-	1
<b>PC16.</b> check the clients comfort and wellbeing throughout the service and adapt	1	2	-	1
<b>PC17.</b> discontinue service, and do not provide advice and recommendations where contra-actions occur	1	2	-	1
<b>PC18.</b> ensure the work area is kept clean and tidy during the service Carry out post-procedure actions	1	2	-	1
<i>Carry out post-procedure actions</i>	<b>6</b>	<b>11</b>	-	<b>6</b>
<b>PC19.</b> dispose waste materials as per organisational standards in a safe and hygienic manner	1	1	-	1
<b>PC20.</b> record details of the procedure accurately as per organisational policy and approved practice	1	2	-	1
<b>PC21.</b> store information securely in line with the salons policies	1	2	-	1
<b>PC22.</b> provide specific after-process advice to the client for colour fastening and contra actions	1	2	-	1
<b>PC23.</b> ask questions to check with the client their satisfaction with the finished result	1	2	-	1
<b>PC24.</b> 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
<b>NOS Total</b>	<b>26</b>	<b>44</b>	-	<b>30</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0127
<b>NOS Name</b>	Carry out application of simple mehndi designs
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	7.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	18/12/2025



## Qualification Pack

### BWS/N0417: Provide Indian head massage

#### Description

This OS unit is about performing a simple Indian head massage and using a small range of products, medium and techniques.

#### Scope

The scope covers the following :

- prepare self and client
- perform head massage
- carry-out post-procedure activities

#### Elements and Performance Criteria

##### *Prepare self and client*

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 in a manner to ensure privacy, comfort and safety, throughout the service
3. prepare yourself, the client and work area for head massage Yourself: Sanitize the hands prior to service commencement using hand sanitiser, wear personal protective equipment, remove jewellery, etc. 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
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures
6. identify contra-indications if any that restrict the services or products sought by the customer
7. explain politely to the customer why service is denied or modified in case done so for contra-indications
8. work minimising risk of cross infections
9. select and prepare products, tools and equipment that are suitable for the clients head massage to meet to the clients needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror
10. perform a pre-shampoo or other relevant procedure in accordance with the required service

##### *Perform Indian head massage*

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

11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic-sesame, coconut, almond, olive, mustard), cream

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12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction.
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort
14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type
15. 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
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
17. promptly refer problems that cannot be solved to the relevant superior for action
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards

### *Carry-out post procedure activities*

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

19. ask questions to check with the client their satisfaction with the finished result
20. 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
21. record details of the service accurately as per organisational policy and procedures
22. store information securely in line with the salons policies
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client minimize the wastage of products and store chemicals and equipment securely post service
24. dispose all waste safely according to the salons standards of hygiene and safety

## 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: 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.** massage techniques, equipment, massage mediums
- KU10.** benefits of Indian head massage
- KU11.** consequences of using incorrect products

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- KU12.** contra-indications that may affect service plan and relevant actions
- KU13.** contra-actions that may occur during service and necessary relevant actions
- KU14.** cross infection, cross infestation - their causes and precautions for prevention
- KU15.** contact dermatitis, its causes and precautions for prevention
- KU16.** factors that affect head massage Factors: Scalp condition, hair condition, hair length, hair density, special conditions
- KU17.** customer service principles including privacy and protection to modesty of the customers
- KU18.** 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

## Qualification Pack

- 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
- 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

## Qualification Pack

- 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 self and client</i>	<b>10</b>	<b>19</b>	-	<b>12</b>
1. adhere to the health and safety standards laid out by the manufacturer and salon	1	2	-	1
2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service	1	2	-	1
3. prepare yourself, the client and work area for head massage Yourself: Sanitize the hands prior to service commencement using hand sanitiser, wear personal protective equipment, remove jewellery, etc. 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
4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services	1	2	-	1
5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures	1	2	-	1
6. identify contra-indications if any that restrict the services or products sought by the customer	1	1	-	1
7. explain politely to the customer why service is denied or modified in case done so for contra-indications	1	2	-	2
8. work minimising risk of cross infections	1	2	-	1
9. select and prepare products, tools and equipment that are suitable for the clients head massage to meet to the clients needs and service plan Tools: Hair clips, hair band, spatula Equipment: Towels, sheets to protect client clothing, consumables, bin, bin liner, trolley, stool/chair, bowl, magnifying lamp, cotton wool, tissues, cotton buds, mirror	1	2	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
10. perform a pre-shampoo or other relevant procedure in accordance with the required service	1	2	-	2
<i>Perform Indian head massage</i>	<b>8</b>	<b>16</b>	<b>-</b>	<b>13</b>
11. select a suitable medium and perform hair spa and the head massage Medium: Oil (organic-sesame, coconut, almond, olive, mustard), cream	1	2	-	2
12. perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction.	1	2	-	2
13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	1	2	-	1
14. perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type	1	2	-	2
15. 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
16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	1	2	-	2
17. promptly refer problems that cannot be solved to the relevant superior for action	1	2	-	2
18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	1	2	-	1
<i>Carry-out post procedure activities</i>	<b>6</b>	<b>10</b>	<b>-</b>	<b>6</b>
19. ask questions to check with the client their satisfaction with the finished result	1	2	-	1
20. 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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. record details of the service accurately as per organisational policy and procedures	1	2	-	1
22. store information securely in line with the salons policies	1	2	-	1
23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client minimize the wastage of products and store chemicals and equipment securely post service	1	1	-	1
24. dispose all waste safely according to the salons standards of hygiene and safety	1	1	-	1
<b>NOS Total</b>	<b>24</b>	<b>45</b>	<b>-</b>	<b>31</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N0417
<b>NOS Name</b>	Provide Indian head massage
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Nailcare Services
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	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)

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health and safety at the workplace</i>	<b>33</b>	<b>45</b>	-	<b>22</b>
<b>PC1.</b> 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
<b>PC2.</b> 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
<b>PC3.</b> set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	3	4	-	2
<b>PC4.</b> clean and sterilize all tools and equipment before and after use	3	4	-	2
<b>PC5.</b> maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	4	-	2
<b>PC6.</b> dispose waste materials in accordance to the industry accepted standards	3	4	-	2
<b>PC7.</b> maintain first aid kit and keep oneself updated on the first aid procedures	3	4	-	2
<b>PC8.</b> identify and document potential risks and hazards in the workplace	3	4	-	2
<b>PC9.</b> accurately maintain accident reports	3	4	-	2
<b>PC10.</b> report health and safety risks/ hazards to concerned personnel	3	4	-	2
<b>PC11.</b> use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	4	-	2
<b>NOS Total</b>	<b>33</b>	<b>45</b>	-	<b>22</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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>	<b>7</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	3	-	1
<b>PC2.</b> 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
<b>PC3.</b> stay free from intoxicants while on duty	1	2	-	1
<b>PC4.</b> 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>	<b>10</b>	<b>13</b>	-	<b>5</b>
<b>PC5.</b> take appropriate and approved actions in line with instructions and guidelines	2	2	-	1
<b>PC6.</b> participate in workplace activities as a part of the larger team	2	3	-	1
<b>PC7.</b> report to supervisor immediately in case there are any work issues	2	2	-	1
<b>PC8.</b> use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	3	-	1
<b>PC9.</b> 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>	<b>18</b>	<b>23</b>	-	<b>9</b>

## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

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

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

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

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

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

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

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

**KU11.** how to compute income and expenditure

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

**KU13.** different legal rights and laws

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

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

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

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

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

## Generic Skills (GS)

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

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

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



## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQC Clearance Date</b>	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 50% 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	10
BWS/N0401.Provide manicure and pedicure services	25	50	-	25	100	10
BWS/N0415.Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails	25	45	-	30	100	10
BWS/N0406.Perform refill	24	42	-	34	100	10
BWS/N0416.Provide simple and basic nail art services	23	43	-	34	100	10
BWS/N0127.Carry out application of simple mehndi designs	26	44	-	30	100	10
BWS/N0417.Provide Indian head massage	24	45	-	31	100	10
BWS/N9002.Maintain health and safety at the workplace	33	45	-	22	100	10
BWS/N9003.Create a positive impression at the workplace	35	46	-	19	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
<b>Total</b>	<b>265</b>	<b>437</b>	<b>-</b>	<b>248</b>	<b>950</b>	<b>100</b>

## Qualification Pack

### Acronyms

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



## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.