



# Model Curriculum

**QP Name: Spa Therapist**

**QP Code: BWS/Q1002**

**QP Version: 4.0**

**NSQF Level: 4**

**Model Curriculum Version: 4.0**

Beauty & Wellness Sector Skill Council  
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## Training Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Alternate Therapy & Rejuvenation
<b>Occupation</b>	Spa Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/2264.0400
<b>Minimum Educational Qualification and Experience</b>	10th grade pass with two years of any combination of NTC/NAC/CITS or equivalent in the domain of spa therapist OR 10th grade pass with 3 Year relevant experience in the field of spa industry OR 11th grade pass with 1.5-year relevant experience in the field of spa industry OR Previous relevant Qualification of NSQF Level 3.0 with 3 years of experience in spa services OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience in spa services
<b>Pre-Requisite License or Training</b>	-
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	18-12-2025
<b>Next Review Date</b>	18-12-2028
<b>NSQC Approval Date</b>	On File Approval
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	18-12-2025

<b>Model Curriculum Valid Up to Date</b>	18-12-2028
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	480:00 Hrs.
<b>Maximum Duration of the Course</b>	480:00 Hrs.

## Program Overview

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

### Training Outcomes

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

- Explain the objectives of the program
- List the career opportunities and projected growth in spa services
- Explain the roles & responsibilities of a spa therapist
- Carry out preparation and maintenance of work area
- Describe the application of health and safety practices at the workplace
- Describe the importance of personal hygiene and grooming while executing task
- Carry out spa services
- Discuss the steps of shirodhara and potli treatment
- Discuss the importance of employability skills

### Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>BWS/N9001- Prepare &amp; maintain work area V5.0, NSQF Level 3</b>	<b>10:00</b>	<b>20:00</b>	—	—	<b>30:00</b>
Module 1 Introduction to the program and the role of a spa therapist	01:00	—	—	—	01:00
Module2 Prepare and maintain work area	09:00	20:00	—	—	29:00
<b>BWS/N1002- Conduct the spa treatment V4.0, NSQF Level 4</b>	<b>40:00</b>	<b>80:00</b>	—	—	<b>120:00</b>

Module 3 Conduct the spa treatment	40:00	80:00	—	—	120:00
<b>BWS/N1006 Perform shirodhara and potli treatment V1.0, NSQF Level 4</b>	<b>40:00</b>	<b>80:00</b>	<b>—</b>	<b>—</b>	<b>120:00</b>
Module 4 Perform shirodhara and potli treatment	40:00	80:00	—	—	120:00
<b>BWS/N9002- Maintain health and safety at the workplace V5.0, NSQF Level 3</b>	<b>10:00</b>	<b>20:00</b>	<b>—</b>	<b>—</b>	<b>30:00</b>
Module 5 Maintain health and safety at the workplace	10:00	20:00	—	—	30:00
<b>BWS/N9003 Create a positive impression at the workplace V5.0, NSQF Level 3</b>	<b>10:00</b>	<b>20:00</b>	<b>—</b>	<b>—</b>	<b>30:00</b>
Module 6 Create a positive impression at the workplace	10:00	20:00	—	—	30:00
<b>DGT/VSQ/N0102 Employability Skills (60 hours) NOS Version No. – 1.0 NSQF Level – 4</b>	<b>24:00</b>	<b>36:00</b>	<b>—</b>	<b>—</b>	<b>60:00</b>
Module 7 Employability Skills	24:00	36:00	—	—	60:00
Introduction to Employability Skills	5	1	—	—	1.5
Constitutional values - Citizenship	0.5	1	—	—	1.5
Becoming a Professional in the 21st Century	1	1.5	—	—	2.5
Basic English Skills	4	6	—	—	10
Career Development & Goal Setting	1	1	—	—	2
Communication Skills	2	3	—	—	5
Diversity & Inclusion	1	1.5	—	—	2.5
Financial and Legal Literacy	2	3	—	—	5

Essential Digital Skills	4	6	—	—	10
Entrepreneurship	3	4	—	—	7
Customer Service	2	3	—	—	5
Getting ready for apprenticeship & Jobs	3	5	—	—	8
On-the-Job Training (Mandatory)	00:00	00:00	90:00	-	90:00
<b>Duration</b>	<b>134:00</b>	<b>256:00</b>	<b>90:00</b>	<b>—</b>	<b>480:00 Hrs</b>

## Module Details

### Module 1 Introduction to the program and the role of a spa therapist

#### *Mapped to Bridge Module*

#### Terminal Outcomes:

- Explain the objectives of the program
- Explain the roles & responsibilities of a spa therapist
- List the career opportunities in rejuvenation industry

<b>Duration:</b> 01:00 Hrs.	<b>Duration:</b> 00:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the objectives of the program</li> <li>• State the roles &amp; responsibilities of an assistant spa therapist</li> <li>• List the career opportunities in rejuvenation industry</li> <li>• Discuss about the projected growth in rejuvenation industry</li> </ul>	
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	

Basic Stationary, study materials

## Module 2 Prepare and maintain work area

Mapped to BWS/N9001, V5.0

### Terminal Outcomes:

- Carry out preparation and maintenance of work area

<b>Duration:</b> 09:00 Hrs.	<b>Duration:</b> 20:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the common types of spa rituals</li> <li>Discuss the significance of maintaining hygienic, safe, disinfected and suitable ambient conditions at work place; such as by using air purifiers to reduce dust, dander, smoke, allergens &amp; odour resulting in a healthier, fresher &amp; cleaner environment and restructuring the workplace set-up by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to co-workers/ clientele, etc.</li> <li>Identify and prepare equipment &amp; products required for the respective session</li> <li>Discuss the instructions required in preparing a sterilization solution as per organizational standards using approved products and as per manufacturer's and checking leakages</li> <li>Identify need of segregating recyclable, non-recyclable and hazardous waste generated in separate bin</li> <li>Conduct employee awareness program; such as for COVID-19 by displaying posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate organizing the sterilized/ disinfected equipment for a session delivery; equipment such as dumbbell, training bench, treadmill, etc.</li> <li>Demonstrate disposing of waste in the designated area at work place; waste materials such as disposable triple layered surgical face mask, disposable gloves, etc.</li> <li>Demonstrate the use of electrical equipment while providing services and its proper maintenance when not in use</li> <li>Prepare reports of materials and equipment securely in line with the organisational policies</li> <li>Apply digital mode of payment to lessen any kind of cross infection; digital mode such as use of debit/credit cards, internet banking, mobile wallets, digital payment apps, etc.</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	

First Aid Kit, Fire Extinguishers, Sterilizers, Treatment Couch, Trolley, Steam Room or Steam Cabinet, Sauna, Hydrotherapy Showers, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone, Heater, Treatment Stones, Cooling Systems, Herbal Compresses Linen, Couch Roll, Tissues, Bin Gown, Slippers, Disposable Briefs, Headband, Towels, Spatulas, Brushes Thermal Blanket, Bandages, Thin Mattress (Thai or Shiatsu), Pillows, Thai Massage Suit, Hand Sanitizers and Disposable Aprons

## Module 3 Conduct the spa treatment

**Mapped to BWS/N1002, V4.0**

### Terminal Outcomes:

- Carry out spa services
- Perform chakra balancing massage by using crystals
- Perform postnatal massage

<i>Duration: 80:00 Hrs.</i>	<i>Duration: 160:00 Hrs.</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify basic ailments, contraindications, contra- actions, service plans</li> <li>• List various types of warps like foil, plastic, fabric; as per the requirement of the client</li> <li>• Explain different varieties of rejuvenation products</li> <li>• Identify the products for different types of skin</li> <li>• Identify the procedure for dry brushing</li> <li>• Explain the importance of storing the products, tools and equipment properly</li> <li>• Identify the client's medical history, contraindications, emotional and physical condition and lifestyle pattern details that would be relevant to selection of spa procedures</li> <li>• Discuss the concept of the chakra system and its significance in holistic meaning</li> <li>• Explain the purpose and benefits of chakra balancing using crystals</li> <li>• Describe the properties of crystals and their vibrational frequencies</li> <li>• Identify appropriate crystals for each chakra based on their colour and healing vibration</li> <li>• Explain the techniques used to place and align crystals on chakra points</li> </ul>	<ul style="list-style-type: none"> <li>• Consult with client regarding spa procedure to be conducted (schedule and sequence of activities, time required and pre and post treatment requirements)</li> <li>• Demonstrate standard parameters of the structure of skin for different client groups</li> <li>• Perform spa therapy techniques (range of body massages, wraps etc.)</li> <li>• Apply different massages like Indian head massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, neuromuscular technique (NMT), Thai massage, etc.</li> <li>• Perform the right form and techniques of massage techniques: Effleurage, petrissage, tapotement, friction, vibration</li> <li>• Apply the products based on the skin types</li> <li>• Apply exfoliation techniques including applying and removing products and wraps</li> <li>• Carry out foot ritual</li> <li>• Demonstrate the selection of appropriate crystals based on chakra colour and vibrational frequency</li> </ul>



<ul style="list-style-type: none"> <li>• Discuss the use of energy tools such as crystal wand or pendulum</li> <li>• Explain methods of cleansing and recharging crystals after use</li> <li>• Explain the importance of a detailed consultation to understand the client's childbirth history (natural delivery, C-section)</li> <li>• Describe the properties of various oils used in postnatal massage</li> <li>• Explain the physiological and emotional benefits of postnatal massage, including improved sleep, reduced anxiety, and enhanced breastfeeding support</li> <li>• Discuss the suitable techniques for postnatal massage, including: Effleurage, Petrissage, Gentle abdominal strokes, and Lymphatic drainage techniques to reduce swelling</li> <li>• Explain how regular massage supports lactation and helps relieve breast engorgement or pain</li> <li>• Explain the physical and emotional effects of miscarriage or unsuccessful delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Perform the proper placement of crystals on the client's chakra points with care and alignment</li> <li>• Demonstrate safe and respectful draping and positioning of the client to maintain comfort and modesty</li> <li>• Demonstrate how to remove the crystals in a calm, respectful manner from the body, root to crown</li> <li>• Demonstrate how to choose appropriate, mild oils for postpartum care</li> <li>• Demonstrate how to safely warm the oil to body temperature before application</li> <li>• Perform correct positioning of the client using bolsters, rolled towels, and pillows for back, legs, and arms—especially if the client has had a C-section or is breastfeeding</li> <li>• Demonstrate self-care techniques such as gentle stretching, warm baths, hydration, and rest</li> <li>• Show how to provide gentle postpartum massage also in cases of miscarriage or unsuccessful delivery</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Hot Cabinets, Waste Disposal Bins, Back Massage Chair, Facial Steamer with Ozone, Foot Ladder, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone, Heater, Treatment Stones, Pedicure Set (Cutters, Filers, Cleaners, Cuticle Pushers, Nail Brush, Pumice Stone, Wooden & Steel Scraper etc.) Pedicure Stool, Thai Massage Mat, Couch Roll, Tissues, Bin Gown, Slippers, Disposable Briefs, Headband, Towels, Spatulas, Brushes Thermal Blanket, Bandages, Thin Mattress (Thai or Shiatsu), Pillows, different types of crystals, crystal wands and pendulum, massage table or mat, pillows, soft drapes or towels, crystal cleansing tools, Postnatal massage oils (e.g., sesame, almond, Ayurvedic oils, coconut oil), etc.	



## Module 4 Perform Shirodhara and Potli Treatment

*Mapped to BWS/N1006, V1.0*

### Terminal Outcomes:

- Conduct shirodhara and potli treatment

<i>Duration: 40:00 Hrs.</i>	<i>Duration: 80:00 Hrs.</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the concept and therapeutic principles of Shirodhara in Ayurveda</li> <li>• Discuss the importance of identifying client health conditions and contraindications before doing shirodhara</li> <li>• Describe the structure, parts, and function of the Shirodhara setup, including the droni table, dhara pot, and temperature control mechanisms.</li> <li>• List the different types of liquids used in Shirodhara (e.g., medicated oils, milk, buttermilk) and their selection based on dosha</li> <li>• Describe the client positioning and draping techniques for shirodhara</li> <li>• Explain the therapeutic objectives of potli/kizhi massage in ayurvedic and wellness practices</li> <li>• Explain the importance of giving a preliminary oil massage before potli application</li> <li>• Describe the various massage techniques used with potlis- tapping, pressing, sliding, and circular movements</li> <li>• Explain the precautions needed to maintain potli temperature and avoid client discomfort or burns</li> <li>• List the areas of the body commonly treated with potli (e.g., joints, back, shoulders)</li> <li>• Describe the steps to conduct a potli massage session, including oil removal and client support</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to explain the shirodhara process, its benefits, duration, and pots-are steps clearly to the clients</li> <li>• Perform the complete setup of shirodhara treatment including cleaning the droni table, assembling the dhara pot, and checking temperature control</li> <li>• Perform the shirodhara technique by gently pouring warm oil on the Ajna chakra for the prescribed duration</li> <li>• Perform the correct draping techniques to ensure client modesty and comfort</li> <li>• Demonstrate how to monitor oil temperature and flow, while ensuring client comfort throughout</li> <li>• Demonstrate how to explain post care instructions regarding rest, hydration and sun avoidance</li> <li>• Demonstrate correct potli techniques including tapping, pressing, circular and sliding</li> <li>• Show how to maintain and monitor appropriate potli temperature throughout the session</li> <li>• Perform wiping of excess oil and assisting the client with changing and relaxing post-treatment</li> <li>• Demonstrate giving aftercare instructions such as rest, hydration, and sun protection</li> </ul>
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	

Droni table, shirodhara stand with dhara pot, heater, medicated oils/liquids, cotton or muslin drapes/sheets, measuring cups or bowls, clean towels and wipes, head and neck support cushions, sanitizer/disinfection solution, record keeping sheet, potlis (herbal pouches), herbs and powders, heating pan/ steamer/ hot plate, gloves, tongs or spatula, waste disposable bin/bag

## Module 5 Maintain health and safety at the workplace

**Mapped to BWS/N9002, V5.0**

### Terminal Outcomes:

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

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>State the significance of personal protective equipment (PPE) &amp; its efficient supply at work place; PPE such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc.</li> <li>Discuss the importance of maintaining basic hygiene at work place to avoid any kind of cross infection; basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands &amp; taking bath at regular intervals, etc.</li> <li>Explain the key areas of spa hygiene</li> <li>Explain the importance of maintaining first aid kit at work place</li> <li>Identify and list potential risks and hazards in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate and state significance of maintaining posture and position to minimize fatigue and the risk of injury</li> <li>Demonstrate the method of sterilizing equipment &amp; tools before and after use</li> <li>Prepare, maintain and report accident reports as per organisational policies</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Disposable Masks, Aprons, Hand Sanitiser, Masks, and Waste Disposal Bin	

## Module 6 Create a positive impression at the workplace

**Mapped to BWS/N9003, V5.0**

### Terminal Outcomes:

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

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

## Module 7 DGT/VSQ/N0102 Employability Skills (60 hours)

### Introduction to Employability Skills

*Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the importance of Employability Skills in meeting the job requirements</li> </ul>	<ul style="list-style-type: none"> <li>List different learning and employability related GOI and private portals and their usage</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

### Constitutional values - Citizenship

*Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

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

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> </ul>	<ul style="list-style-type: none"> <li>Show how to practice different environmentally sustainable practices</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	

## Tools, Equipment and Other Requirements

### Becoming a Professional in the 21st Century

*Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

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

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss 21st century skills.</li> <li>Describe the benefits of continuous learning</li> </ul>	<ul style="list-style-type: none"> <li>Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

### Basic English Skills

*Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration:</b> <4:00>	<b>Duration:</b> <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Describe basic communication skills</li> <li>Discuss ways to read and interpret text written in basic English</li> </ul>	<ul style="list-style-type: none"> <li>Show how to use basic English sentences for everyday conversation in different</li> </ul>

	<p>contexts, in person and over the telephone</p> <ul style="list-style-type: none"> <li>• Read and interpret text written in basic English</li> <li>• Write a short note/paragraph / letter/e - mail using basic English</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Career Development & Goal Setting

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of career development plan</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Create a career development plan with well-defined short- and long-term goals</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Communication Skills

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Practice basic communication skills.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the importance of active listening for effective communication</li> <li>Discuss the significance of working collaboratively with others in a team</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Diversity & Inclusion

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Describe PwD and gender sensitisation.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Financial and Legal Literacy

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

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



<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>List the common components of salary and compute income, expenditure, taxes, investments etc.</li> <li>Discuss the legal rights, laws, and aids</li> </ul>	<ul style="list-style-type: none"> <li>Outline the importance of selecting the right financial institution, product, and service</li> <li>Demonstrate how to carry out offline and online financial transactions, safely and securely</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Essential Digital Skills

**Mapped to DGT/VSQ/N0102**

### Terminal Outcomes:

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

<b>Duration:</b> <4:00>	<b>Duration:</b> <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Describe the role of digital technology in today's life</li> <li>Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>Show how to operate digital devices and use the associated applications and features, safely and securely</li> <li>Create sample word documents, excel sheets and presentations using basic features</li> <li>Utilize virtual collaboration tools to work effectively</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Entrepreneurship

**Mapped to DGT/VSQ/N0102**

### Terminal Outcomes:

- Describe opportunities as an entrepreneur.

<b>Duration:</b> <3:00>	<b>Duration:</b> <4:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the types of entrepreneurship and enterprises</li> <li>Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li> <li>Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>Create a sample business plan, for the selected business opportunity</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Customer Service

**Mapped to DGT/VSQ/N0102**

### Terminal Outcomes:

- Describe ways of maintaining customer.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the significance of identifying customer needs and addressing them.</li> <li>Explain the significance of identifying customer needs and responding to them in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate how to maintain hygiene and dressing appropriately.</li> </ul>

<ul style="list-style-type: none"> <li>Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Getting ready for apprenticeship & Jobs

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration:</b> <3:00>	<b>Duration:</b> <5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of maintaining hygiene and confidence during an interview</li> <li>List the steps for searching and registering for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Create a professional Curriculum Vitae (CV)</li> <li>Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</li> <li>Perform a mock interview</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Advance Diploma in Spa Therapy with knowledge of anatomy & physiology of human body or certified in relevant CITS course.	Spa Therapy with knowledge of anatomy & physiology of human body	3	Spa Therapy with knowledge of anatomy & physiology of human body	1	N.A	Diploma should be minimum of 6 months period; and Advanced Diploma should be minimum of 3 months
Trainer Certificate						
Domain Certification				Platform Certification		
Certified to TOT for Job Role: “Spa Therapist” mapped to QP: “BWS/Q1002, v4.0”. Minimum accepted score is 80%				Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “Master Trainer (VET and Skills) MEP/Q2601 v2.0”. Minimum accepted score is 80%.		

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate with Advance Diploma or certified in relevant CITS course.	Spa Therapy	4	Spa Therapy	2	N.A	Diploma should be minimum of 6 months period followed by Advanced Diploma of minimum 3 months
Assessor Certification						
Domain Certification				Platform Certification		
Certified to TOT for Job Role: "Spa Therapist" mapped to QP: "BWS/Q1002, v4.0". Minimum accepted score is 80%				Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "Assessor (VET and Skills) MEP/Q2701 v2.0". Minimum accepted % as per respective SSC guidelines is 80%.		



## Assessment Strategy

### Assessment system Overview

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

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

### Testing Environment

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

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

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

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

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

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

### Assessment Quality Assurance framework

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



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

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

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

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

### **Methods of Validation**

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

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

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

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

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

Assessment agency will be responsible to put details in SIP.

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

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

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

## References

## Glossary

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



## Acronyms and Abbreviations

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