

## Qualification Pack



# Yoga Trainer (B&W)

QP Code: BWS/Q2201

Version: 4.0

NSQF Level: 4

Beauty & Wellness Sector Skill Council || 5-B, Upper Ground Floor, 23 Himalaya House, Kasturba  
Gandhi Marg, Connaught Place  
New Delhi-110001 || email:sohini.guha@bwssc.in

## Qualification Pack

### Contents

BWS/Q2201: Yoga Trainer (B&W) .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
BWS/N9001: Prepare and maintain work area .....	5
BWS/N2220: Common yoga protocols as per the instructions .....	12
BWS/N2227: Conduct face yoga sessions .....	18
BWS/N2201: Conduct the basic yoga sessions for holistic wellbeing .....	23
BWS/N2221: Perform meditation practices as per the yoga instructor .....	30
BWS/N9002: Maintain health and safety at the workplace .....	36
BWS/N9003: Create a positive impression at the workplace .....	41
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	48
Assessment Guidelines and Weightage .....	55
<i>Assessment Guidelines</i> .....	55
<i>Assessment Weightage</i> .....	56
Acronyms .....	57
Glossary .....	58

## Qualification Pack

### BWS/Q2201: Yoga Trainer (B&W)

#### Brief Job Description

A Yoga Trainer (B&W) is responsible to demonstrate the yoga postures, asanas, pranayama, meditation and relaxation techniques for the clients. The individual must exhibit knowledge of the principles and practices of basic Yogic techniques for holistic wellbeing in order to explain and respond to the clients questions.

#### Personal Attributes

This job requires an individual to demonstrate a range of basic asanas for holistic wellbeing in a safe and hygienic working environment. The individual must exhibit a pleasant personality and proficiency in interpersonal and communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [BWS/N9001: Prepare and maintain work area](#)
2. [BWS/N2220: Common yoga protocols as per the instructions](#)
3. [BWS/N2227: Conduct face yoga sessions](#)
4. [BWS/N2201: Conduct the basic yoga sessions for holistic wellbeing](#)
5. [BWS/N2221: Perform meditation practices as per the yoga instructor](#)
6. [BWS/N9002: Maintain health and safety at the workplace](#)
7. [BWS/N9003: Create a positive impression at the workplace](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>Country</b>	India

## Qualification Pack

<b>NSQF Level</b>	4
<b>Credits</b>	13
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3255.0101
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass OR 10th grade pass with 1 year NTC plus NAC (in yogic science) OR 10th grade pass with 3 Years of experience in yoga industry OR 8th grade pass with 6 Years of experience in yoga industry OR Previous relevant Qualification of NSQF Level (3 with minimum education as 8th grade pass) with 3 Years of experience in yoga industry OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience in yoga industry</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>	18 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>	4.0
<b>Reference code on NQR</b>	QG-04-BW-06592-2025-V2-BWSSC
<b>NQR Version</b>	2

## Qualification Pack

### 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 :

- This unit/task covers the following:
- 1. 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

## Qualification Pack

- PC13.** store records, materials and equipment securely in line with the policies
- 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

## Qualification Pack

- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- 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 one's 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



## Qualification Pack

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



## 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>70</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	6	-	-
<b>PC2.</b> identify and select suitable equipment and products required for the respective services/ session	2	5	-	-
<b>PC3.</b> set up the area for services/ session in adherence to the organizational/ beauty salon/ centre's guidelines	2	5	-	-
<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	5	-	-
<b>PC5.</b> prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	2	5	-	-
<b>PC6.</b> sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	2	6	-	-
<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	5	-	-
<b>PC8.</b> identify ways to optimize usage of material including water in various tasks/activities/processes	2	5	-	-
<b>PC9.</b> check for spills/leakages occurred while providing services	2	4	-	-

## Qualification Pack

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	4	-	-
<b>PC11.</b> store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	2	4	-	-
<b>PC12.</b> ensure electrical equipment and appliances are switched off when not in use	2	4	-	-
<b>PC13.</b> store records, materials and equipment securely in line with the policies	2	4	-	-
<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	4	-	-
<b>PC15.</b> set up and promote digital modes of payment to lessen any kind of cross infection	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### 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>	4.0
<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/N2220: Common yoga protocols as per the instructions

#### Description

A common yoga protocol (CYP) is a standardized set of yoga practices designed to promote physical, mental, and spiritual well-being. For a yoga instructor, understanding and implementing these protocols is essential for ensuring safe, effective, and inclusive yoga sessions.

#### Scope

The scope covers the following :

- introduction to common yoga protocols
- significance of common yoga protocols
- components of common yoga protocol
- apply safety and alignment principles during practice

#### Elements and Performance Criteria

##### *Introduction to common yoga protocols*

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

- PC1.** standardized set of yoga practices designed for physical, mental, and spiritual well-being
- PC2.** promote holistic well-being, discipline, and a systematic yoga practice suitable for all age groups and health conditions

##### *Significance of common yoga protocols*

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

- PC3.** establishes a consistent approach for yoga practice across various demographics and levels
- PC4.** helps in improving flexibility, strength, mental clarity, and emotional stability
- PC5.** focuses on preventives health care and managing chronic conditions
- PC6.** simplifies yoga techniques for easy understanding and practice by beginners and advanced practitioners alike

##### *Components of common yoga protocol*

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

- PC7.**
  - prayer
  - begin the sessions with a short prayer or shanti Mantra to create a calm, focused state
- PC8.**
  - loosening exercises (sukshma vyayama)
  - prepares the body by enhancing flexibility and reducing stiffness by doing neck movements, shoulder movement, trunk twisting and knee rotation
- PC9.**
  - yoga asanas (posture)
  - categorized into standing (tadasana, vrikshasana, trikonasana), sitting (vajrasana, ardha matsyendrasana, paschimottasana), prone (bhujangasana, shalabhasana), and supine postures (setu bandhasana, pavanamuktasana) to enhance strength, flexibility, and balance
- PC10.**
  - pranayama (breathing techniques)
  - breathing practices that enhances energy levels, mental clarity, and emotional stability by doing nadi shadhana, bhrumari, sheetali, kapalabhati

##### *Apply safety and alignment principles during yoga practice*

## Qualification Pack

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

- PC11.** begin every pose by establishing a stable base- whether through the feet in standing postures or the hands in arm balances
- PC12.** keep your body properly aligned by tightening your core, keeping your back straight, and not stretching too much
- PC13.** use props like blocks, straps, or cushions for support especially for beginners or those with limited flexibility
- PC14.** synchronize breath with movements, avoid holding the breath unless instructed (like in kumbhaka)

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** comprehend the core philosophy of yoga as a holistic practice for physical, mental, and spiritual well-being
- KU2.** understand the importance of discipline (Yama and Niyama), ethical practices, and mindfulness in yoga
- KU3.** recognize the significance of common yoga protocol in standardizing yoga practices for global acceptance and accessibility
- KU4.** understand the purpose of beginning yoga sessions with a shanti mantra or prayer
- KU5.** learn the techniques for warming up the body, enhancing joint flexibility, and preparing for deeper asanas
- KU6.** identify and understand the correct techniques for standing, sitting, prone and supine postures
- KU7.** recognize the benefits, contraindications, and modifications of each asana to cater to diverse participants
- KU8.** understand how each pranayama technique influences energy flow mental clarity, and emotional balance
- KU9.** learn the principles of body alignment to ensure safe and effective asana practice
- KU10.** appreciate how the CYP promotes the global recognition of traditional yoga practices by making them accessible and easy to follow

## Generic Skills (GS)

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

- GS1.** use simple and clear instructions for guiding poses and breathing techniques
- GS2.** speak in a calm and encouraging tone to create a positive learning environment
- GS3.** use a calm, encouraging, and motivating tone to create a positive and welcoming atmosphere
- GS4.** encourage two-way communication, allowing participants to ask questions and share experience
- GS5.** break down complex movements into simple, easy-to-follow steps
- GS6.** maintain a structured flow to ensure all components of the Common Yoga Protocol are covered

## Qualification Pack

- GS7.** handle any emotional responses (stress release, frustration, etc.) with understanding and empathy
- GS8.** maintain confidentiality and professionalism in all interactions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to common yoga protocols</i>	<b>4</b>	<b>6</b>	-	-
<b>PC1.</b> standardized set of yoga practices designed for physical, mental, and spiritual well-being	2	3	-	-
<b>PC2.</b> promote holistic well-being, discipline, and a systematic yoga practice suitable for all age groups and health conditions	2	3	-	-
<i>Significance of common yoga protocols</i>	<b>8</b>	<b>16</b>	-	-
<b>PC3.</b> establishes a consistent approach for yoga practice across various demographics and levels	2	4	-	-
<b>PC4.</b> helps in improving flexibility, strength, mental clarity, and emotional stability	2	4	-	-
<b>PC5.</b> focuses on preventives health care and managing chronic conditions	2	4	-	-
<b>PC6.</b> simplifies yoga techniques for easy understanding and practice by beginners and advanced practitioners alike	2	4	-	-
<i>Components of common yoga protocol</i>	<b>12</b>	<b>28</b>	-	-
<b>PC7.</b> • prayer • begin the sessions with a short prayer or shanti Mantra to create a calm, focused state	3	7	-	-
<b>PC8.</b> • loosening exercises (sukshma vyayama) • prepares the body by enhancing flexibility and reducing stiffness by doing neck movements, shoulder movement, trunk twisting and knee rotation	3	7	-	-
<b>PC9.</b> • yoga asanas (posture) • categorized into standing (tadasana, vrikshasana, trikonasana), sitting (vajrasana, ardha matsyendrasana, paschimottasana), prone (bhujangasana, shalabhasana), and supine postures (setu bandhasana, pavanamuktasana) to enhance strength, flexibility, and balance	3	7	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> <ul style="list-style-type: none"> <li>• pranayama (breathing techniques)</li> <li>• breathing practices that enhances energy levels, mental clarity, and emotional stability by doing nadi shadhana, bhramari, sheetali, kapalabhati</li> </ul>	3	7	-	-
<i>Apply safety and alignment principles during yoga practice</i>	<b>8</b>	<b>18</b>	-	-
<b>PC11.</b> begin every pose by establishing a stable base- whether through the feet in standing postures or the hands in arm balances	2	5	-	-
<b>PC12.</b> keep your body properly aligned by tightening your core, keeping your back straight, and not stretching too much	2	4	-	-
<b>PC13.</b> use props like blocks, straps, or cushions for support especially for beginners or those with limited flexibility	2	5	-	-
<b>PC14.</b> synchronize breath with movements, avoid holding the breath unless instructed (like in kumbhaka)	2	4	-	-
<b>NOS Total</b>	<b>32</b>	<b>68</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2220
<b>NOS Name</b>	Common yoga protocols as per the instructions
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	
<b>Occupation</b>	Yoga Services
<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

## Qualification Pack

### BWS/N2227: Conduct face yoga sessions

#### Description

This unit covers the knowledge and skills required to perform and lead face yoga sessions for individuals or small groups. It covers the fundamentals of facial anatomy, key face yoga techniques, preparation protocols, warm-up routines, targeted exercises, facial kriyas, breathwork and relaxation methods. Emphasis is placed on understanding the benefits of face yoga for anti-aging, stress reduction, improved skin tone, and overall facial wellness.

#### Scope

The scope covers the following :

- perform face yoga session

#### Elements and Performance Criteria

##### *Perform face yoga sessions*

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

- PC1.** ensure the space is well-lit, quiet, and free from distractions
- PC2.** provide yoga mats with back support if needed. Guest should be seated upright with a relaxed spine
- PC3.** briefly explain what Face Yoga is — a combination of facial exercises, massages, and relaxation techniques for toning and rejuvenating the face
- PC4.** discuss the purpose, benefits, and expected outcomes of the session. Check for any discomfort, facial injuries, or contraindications
- PC5.** ensure hands are clean before touching the face
- PC6.** sit comfortably, close your eyes, and take a few deep breaths to relax your mind and body
- PC7.** perform gentle warm-up movements like neck rolls, shoulder shrugs, and light tapping on the face to increase blood flow
- PC8.** keep your spine straight and shoulders relaxed throughout the session for better energy flow
- PC9.**
  - teach various face yoga asanas such as:
  - simhasana (lion's pose) for releasing toxins, facial tension
  - sirasana (headstand pose): boosts blood flow, rejuvenates skin
  - sarvangasana (shoulder stand): promotes circulation to face, neck
  - halasana (plow pose): enhances skin tone, vitality
  - adhomukhasana (downward dog): tones face, neck, and shoulders
  - viparita karani (legs up pose): reduces puffiness, fatigue, and swelling
  - kapal randhra dhouti: stimulates blood flow, reduces wrinkles
- PC10.** drink water before and after the session to support skin elasticity and detoxification
- PC11.** ensure exercises are performed evenly on both sides of the face to maintain balance
- PC12.** instruct guest to avoid over- stretching facial muscles. All exercises should be gentle and controlled
- PC13.** pause for a few seconds between exercises, gently relax the face, and breathe deeply

## Qualification Pack

**PC14.** finish with light face tapping, a few deep breaths, a soothing massage, and a few minutes of mindfulness or gratitude to absorb the benefits

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** definition and purpose of face yoga
- KU2.** benefits of face yoga: improved facial tone, anti-aging effects, lymphatic drainage, stress relief, skin glow
- KU3.** difference between face yoga and facial massage
- KU4.** awareness of facial anatomy- muscles, pressure points, and skin sensitivity
- KU5.** knowledge of session structure: warmup - exercises - relaxation
- KU6.** understanding of how different facial areas (forehead, eyes, cheeks, lips, jaw and neck) can be toned
- KU7.** how each pose helps improve facial muscle tone and blood circulation
- KU8.** purpose and method of breathing awareness in calming the mind and body
- KU9.** step-by-step process of each face yoga technique
- KU10.** duration, repetition, and frequency recommendations
- KU11.** importance of hydration and skin care post-session

### Generic Skills (GS)

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

- GS1.** ability to explain each exercise step clearly and concisely, ensuring guest understand the movements and their benefits
- GS2.** using body language and vocal tone to demonstrate proper facial expressions, alignment and timing
- GS3.** ability to notice subtle changes in facial tension and posture, helping to correct improper technique and ensure safety
- GS4.** clearly showing the face yoga poses with correct alignment and breath coordination
- GS5.** stay updated on new face yoga techniques
- GS6.** ability to manage session timing by balancing warm-up, exercises, and cool-down phases
- GS7.** managing own stress and emotional state before leading sessions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform face yoga sessions</i>	<b>34</b>	<b>66</b>	-	-
<b>PC1.</b> ensure the space is well-lit, quiet, and free from distractions	2	4	-	-
<b>PC2.</b> provide yoga mats with back support if needed. Guest should be seated upright with a relaxed spine	2	4	-	-
<b>PC3.</b> briefly explain what Face Yoga is — a combination of facial exercises, massages, and relaxation techniques for toning and rejuvenating the face	2	4	-	-
<b>PC4.</b> discuss the purpose, benefits, and expected outcomes of the session. Check for any discomfort, facial injuries, or contraindications	2	4	-	-
<b>PC5.</b> ensure hands are clean before touching the face	2	4	-	-
<b>PC6.</b> sit comfortably, close your eyes, and take a few deep breaths to relax your mind and body	2	4	-	-
<b>PC7.</b> perform gentle warm-up movements like neck rolls, shoulder shrugs, and light tapping on the face to increase blood flow	3	5	-	-
<b>PC8.</b> keep your spine straight and shoulders relaxed throughout the session for better energy flow	3	5	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> <ul style="list-style-type: none"> <li>• teach various face yoga asanas such as:</li> <li>• simhasana (lion's pose) for releasing toxins, facial tension</li> <li>• sirasana (headstand pose): boosts blood flow, rejuvenates skin</li> <li>• sarvangasana (shoulder stand): promotes circulation to face, neck</li> <li>• halasana (plow pose): enhances skin tone, vitality</li> <li>• adhomukhasana (downward dog): tones face, neck, and shoulders</li> <li>• viparita karani (legs up pose): reduces puffiness, fatigue, and swelling</li> <li>• kapal randhra dhouti: stimulates blood flow, reduces wrinkles</li> </ul>	4	6	-	-
<b>PC10.</b> drink water before and after the session to support skin elasticity and detoxification	2	4	-	-
<b>PC11.</b> ensure exercises are performed evenly on both sides of the face to maintain balance	3	6	-	-
<b>PC12.</b> instruct guest to avoid over- stretching facial muscles. All exercises should be gentle and controlled	3	5	-	-
<b>PC13.</b> pause for a few seconds between exercises, gently relax the face, and breathe deeply	2	5	-	-
<b>PC14.</b> finish with light face tapping, a few deep breaths, a soothing massage, and a few minutes of mindfulness or gratitude to absorb the benefits	2	6	-	-
<b>NOS Total</b>	<b>34</b>	<b>66</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2227
<b>NOS Name</b>	Conduct face yoga sessions
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	
<b>Occupation</b>	Yoga Services
<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



## Qualification Pack

### BWS/N2201: Conduct the basic yoga sessions for holistic wellbeing

#### Description

Conduct yoga sessions in individual or group settings for asana, pranayamas, relaxation techniques, loosening asanas, meditation, etc. for holistic well-being in accordance with the approved organizations standards of performance and sequence of services.

#### Scope

The scope covers the following :

- conduct the basic Yoga sessions for holistic wellbeing

#### Elements and Performance Criteria

##### *Conduct the basic yoga sessions*

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

1. ensure appropriate ambience for guests to perform yoga
2. ensure readiness and preparedness of the guests to be able to take the session like empty stomach, etc.
3. provide appropriate opening and closure of the session through prayer/chanting/meditation
4. perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization
5. perform and instruct classical asana as agreed with the guest and arrangement of the organization
6. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation
7. recognise, adjust and adapt to specific guest needs in the evolving professional relationship
8. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes
9. elicit the goals, expectations and aspirations of the guests
10. assist the supervisor to integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities
11. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
12. provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.
13. practice effective guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
14. gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities
15. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
16. inform guests about various forms of yoga and its effect on body and mind

## Qualification Pack

17. use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages and ability levels to create effective practices against ailments
18. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life
19. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards
20. assist guests to perform all techniques effectively
21. evaluate asanas performed by guests and recommend correction whenever required
22. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind
23. ensure guests' satisfaction and assist in answering all guest queries
24. store guest and equipment records, securely in line with the organizations policies
25. leave the work area in a clean and hygienic condition suitable for further classes
26. document the client chart (sattva, rajas, tamas), contra indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations standards of performance and sequence of services
- KU2.** the range of services and products offered by the organization
- KU3.** the hygiene, health and safety requirements in the organization
- KU4.** the evolution of the teachings and philosophy of yoga tradition and its relevance and application
- KU5.** introduction to patanjali yoga sutras, introduction to Bhagvad Gita, introduction to Narad Bhakti sutra
- KU6.** principles of shuddhi/ detoxification/ cleansing/ pranayama
- KU7.** types of yoga like ashtanga yoga with yama, niyama and others
- KU8.** other yogic texts like introduction to Vedas & Upanishads
- KU9.** range of yoga practices and their potential effects. practice may include, but not limited to asana, pranayama, meditation, relaxation techniques, etc. such as pascimatasana, bhu naman asana, vakrasana, vajrasana, ustrasana, bhujanagasana, nilambha salbhasana, aradhakati chakrasana, aradha chakrasana, padahastana, trikonsana
- KU10.** yogic diet (sattvik/ sentient) and yogic lifestyle
- KU11.** contraindication of yoga practices for specific conditions and circumstances
- KU12.** human anatomy and physiology including all major systems of the body and their inter relationships
- KU13.** generally accepted ethical principles of health care codes of conduct and yogas ethical principles
- KU14.** applicable legislation relating to the workplace (for example, health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection, etc.)

## Qualification Pack

### 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
- 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>Conduct the basic yoga sessions</i>	<b>27</b>	<b>73</b>	-	-
1. ensure appropriate ambience for guests to perform yoga	2	4	-	-
2. ensure readiness and preparedness of the guests to be able to take the session like empty stomach, etc.	1	3	-	-
3. provide appropriate opening and closure of the session through prayer/chanting/meditation	1	4	-	-
4. perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization	1	4	-	-
5. perform and instruct classical asana as agreed with the guest and arrangement of the organization	1	4	-	-
6. perform and instruct pranayamas as agreed with the guest and arrangement of the organisation	1	3	-	-
7. recognise, adjust and adapt to specific guest needs in the evolving professional relationship	1	2	-	-
8. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guests progress, and cope with unique difficulties / successes	1	3	-	-
9. elicit the goals, expectations and aspirations of the guests	1	2	-	-
10. assist the supervisor to integrate information from the intake, evaluation and observation to develop a working assessment of the guests condition, limitations and possibilities	1	4	-	-
11. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	1	3	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio-visual tools, kinaesthetic learning tools, etc.	1	3	-	-
13. practice effective guest-centered communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	1	2	-	-
14. gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities	1	3	-	-
15. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	1	2	-	-
16. inform guests about various forms of yoga and its effect on body and mind	1	3	-	-
17. use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages and ability levels to create effective practices against ailments	1	3	-	-
18. apply yogic principles to conduct guest sessions to enhance well-being, overcome illness and live a healthier and more meaningful life	1	4	-	-
19. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards	1	2	-	-
20. assist guests to perform all techniques effectively	1	3	-	-
21. evaluate asanas performed by guests and recommend correction whenever required	1	2	-	-
22. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind	1	2	-	-
23. ensure guests' satisfaction and assist in answering all guest queries	1	2	-	-
24. store guest and equipment records, securely in line with the organizations policies	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
25. leave the work area in a clean and hygienic condition suitable for further classes	1	2	-	-
26. document the client chart (sattva, rajas, tamas), contra indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed	1	2	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2201
<b>NOS Name</b>	Conduct the basic yoga sessions for holistic wellbeing
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Yoga
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	4.0
<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/N2221: Perform meditation practices as per the yoga instructor

#### Description

Meditation is a vital component of yoga, focusing on calming the mind, enhancing concentration, and promoting emotional well-being. As a yoga instructor, guiding participants through effective meditation practices involves understanding techniques, creating a conducive environment, and ensuring safe and mindful participation.

#### Scope

The scope covers the following :

- introduction to meditation in yoga
- create a conducive environment
- guide participants into a comfortable posture
- begin with deep breathing
- introduce a meditation technique
- maintain silence and focus
- conclude the meditation session mindfully
- encourage consistency and self- practice

#### Elements and Performance Criteria

##### *Introduction to meditation in yoga*

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

- PC1.** definition and meaning of meditation in yoga
- PC2.** history and evolution of meditation practices in different traditions (Vedic, Buddhist, Yogic)
- PC3.** importance of meditation for mental, emotional, and physical well-being

##### *Create a conducive environment*

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

- PC4.** choose a quiet, clean, and peaceful space with minimal distractions
- PC5.** use dim lighting, calming sounds, or incense to enhance relaxation
- PC6.** use comfortable seating with mats, cushions, or chairs

##### *Guide participants into a comfortable posture*

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

- PC7.** sitting in sukhasana (easy pose), padmasana (lotus pose), or vajrasana (thunderbolt pose)
- PC8.** keep the spine straight, shoulders relaxed, and hands resting on the knees
- PC9.** offer modifications for those with physical limitations (e.g., sitting on a chair)

##### *Begin with deep breathing*

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

- PC10.** guide slow, deep inhalations and exhalations to settle the mind
- PC11.** use counted breathing (e.g., inhale for 4, exhale for 6) to deepen relaxation
- PC12.** introduce deep breathing to promote awareness and calmness

## Qualification Pack

### *Introduce a meditation technique*

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

- PC13.** breath Awareness Meditation (focus on natural breathing patterns)
- PC14.** mantra meditation (repeating "Om" or a chosen mantra)
- PC15.** mindfulness meditation (observing thoughts and sensations without judgment)
- PC16.** guided visualization (mentally picturing a peaceful scene or positive imagery)
- PC17.** trataka meditation (focusing on a candle flame to enhance concentration)

### *Maintain silence and focus*

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

- PC18.** instruct participants to close their eyes gently and turn attention inward
- PC19.** guide them to let go of distractions and stay in the present moment

### *Conclude the meditation session mindfully*

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

- PC20.** slowly bring awareness back to the body and surroundings
- PC21.** guide participants to take a few gentle breaths before opening their eyes
- PC22.** end with a short prayer, gratitude, or reflective silence

### *Encourage consistency and self- practice*

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

- PC23.** advise participants to meditate regularly for better results
- PC24.** suggest practicing at the same time daily for better habit formation
- PC25.** remind them that progress takes time and patience is key

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** recognizing meditation as a practice for calming the mind, enhancing concentration, and promoting emotional and spiritual well-being
- KU2.** knowing how meditation reduces stress, improves focus, balances emotions, and support holistic health
- KU3.** knowledge of choosing a quiet, clean, and comfortable space with minimal distractions
- KU4.** importance of providing cushions, mats, or chairs for comfort, ensuring participants can maintain stillness
- KU5.** introducing participants on adopting comfortable seated postures like sukhasana (easy pose), padmasana (lotus pose) or vajrasana (thunderbolt pose)
- KU6.** knowledge of correct body alignment- spine straight, shoulders relaxed, hands resting on the knees or in gyan mudra
- KU7.** understanding how to guide deep and mindful breathing to relax the mind and body before and during meditation
- KU8.** ability to instruct participants to gently close their eyes, turning the focus inward to avoid external distractions
- KU9.** using mantras like Om or gayatri mantra to align breath with sound vibration for deeper concentration

## Qualification Pack

- KU10.** deep understanding of multiple meditation methods to cater diverse needs such as breath awareness meditation, mantra meditation, mindfulness meditation, guide visualization and trataka
- KU11.** knowing the importance of gradual closure to avoid abrupt mental shifts- guiding participants to take gentle breaths, stretch lightly, and open their eyes slowly

## Generic Skills (GS)

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

- GS1.** ability to clearly explain instructions for meditation techniques in a calm and soothing tone
- GS2.** active listening to understand participants needs and provide personalised guidance
- GS3.** observing participants body language and comfort levels to ensure correct posture and alignment
- GS4.** being attentive to signs of discomfort, restlessness, or emotional release and responding appropriately
- GS5.** showing empathy towards participants challenges, especially for beginners struggling with concentration or physical discomfort
- GS6.** ability to guide participants step-by-step through meditation practices, ensuring clarity and simplicity
- GS7.** stay open to feedback to refine instructional methods
- GS8.** structure the meditation session within the allocated time frame while ensuring each phase is well-balanced

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to meditation in yoga</i>	<b>3</b>	<b>6</b>	-	-
<b>PC1.</b> definition and meaning of meditation in yoga	1	2	-	-
<b>PC2.</b> history and evolution of meditation practices in different traditions (Vedic, Buddhist, Yogic)	1	2	-	-
<b>PC3.</b> importance of meditation for mental, emotional, and physical well-being	1	2	-	-
<i>Create a conducive environment</i>	<b>3</b>	<b>9</b>	-	-
<b>PC4.</b> choose a quiet, clean, and peaceful space with minimal distractions	1	3	-	-
<b>PC5.</b> use dim lighting, calming sounds, or incense to enhance relaxation	1	3	-	-
<b>PC6.</b> use comfortable seating with mats, cushions, or chairs	1	3	-	-
<i>Guide participants into a comfortable posture</i>	<b>3</b>	<b>9</b>	-	-
<b>PC7.</b> sitting in sukhasana (easy pose), padmasana (lotus pose), or vajrasana (thunderbolt pose)	1	3	-	-
<b>PC8.</b> keep the spine straight, shoulders relaxed, and hands resting on the knees	1	3	-	-
<b>PC9.</b> offer modifications for those with physical limitations (e.g., sitting on a chair)	1	3	-	-
<i>Begin with deep breathing</i>	<b>3</b>	<b>12</b>	-	-
<b>PC10.</b> guide slow, deep inhalations and exhalations to settle the mind	1	4	-	-
<b>PC11.</b> use counted breathing (e.g., inhale for 4, exhale for 6) to deepen relaxation	1	4	-	-
<b>PC12.</b> introduce deep breathing to promote awareness and calmness	1	4	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduce a meditation technique</i>	<b>5</b>	<b>15</b>	-	-
<b>PC13.</b> breath Awareness Meditation (focus on natural breathing patterns)	1	3	-	-
<b>PC14.</b> mantra meditation (repeating "Om" or a chosen mantra)	1	3	-	-
<b>PC15.</b> mindfulness meditation (observing thoughts and sensations without judgment)	1	3	-	-
<b>PC16.</b> guided visualization (mentally picturing a peaceful scene or positive imagery)	1	3	-	-
<b>PC17.</b> trataka meditation (focusing on a candle flame to enhance concentration)	1	3	-	-
<i>Maintain silence and focus</i>	<b>2</b>	<b>6</b>	-	-
<b>PC18.</b> instruct participants to close their eyes gently and turn attention inward	1	3	-	-
<b>PC19.</b> guide them to let go of distractions and stay in the present moment	1	3	-	-
<i>Conclude the meditation session mindfully</i>	<b>3</b>	<b>9</b>	-	-
<b>PC20.</b> slowly bring awareness back to the body and surroundings	1	3	-	-
<b>PC21.</b> guide participants to take a few gentle breaths before opening their eyes	1	3	-	-
<b>PC22.</b> end with a short prayer, gratitude, or reflective silence	1	3	-	-
<i>Encourage consistency and self- practice</i>	<b>3</b>	<b>9</b>	-	-
<b>PC23.</b> advise participants to meditate regularly for better results	1	3	-	-
<b>PC24.</b> suggest practicing at the same time daily for better habit formation	1	3	-	-
<b>PC25.</b> remind them that progress takes time and patience is key	1	3	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	BWS/N2221
<b>NOS Name</b>	Perform meditation practices as per the yoga instructor
<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	
<b>Occupation</b>	Yoga Services
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQF 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 :

- This unit/ task covers the following:
- 1. 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



## Qualification Pack

- KU5.** manufacturers instructions related to equipment and product use and cleaning
- 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

## Qualification Pack

- 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
- 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>67</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	7	-	-
<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	6	-	-
<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	6	-	-
<b>PC4.</b> clean and sterilize all tools and equipment before and after use	3	6	-	-
<b>PC5.</b> maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection	3	6	-	-
<b>PC6.</b> dispose waste materials in accordance to the industry accepted standards	3	6	-	-
<b>PC7.</b> maintain first aid kit and keep oneself updated on the first aid procedures	3	6	-	-
<b>PC8.</b> identify and document potential risks and hazards in the workplace	3	6	-	-
<b>PC9.</b> accurately maintain accident reports	3	6	-	-
<b>PC10.</b> report health and safety risks/ hazards to concerned personnel	3	6	-	-
<b>PC11.</b> use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions	3	6	-	-
<b>NOS Total</b>	<b>33</b>	<b>67</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>	4.0
<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 :

- The unit/ task covers the following:
  - 1. Appearance and behavior
  - 2. Task execution as per organisation's standards
  - 3. 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

## Qualification Pack

- PC11.** communicate role related information to stakeholders in a polite manner and resolve queries, if any
- 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

## Qualification Pack

- 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)
- 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

## Qualification Pack

- 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>Appearance and Behavior</i>	<b>8</b>	<b>14</b>	-	-
<b>PC1.</b> ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.	2	4	-	-
<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	4	-	-
<b>PC3.</b> stay free from intoxicants while on duty	2	2	-	-
<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	4	-	-
<i>Task execution as per organization's standards</i>	<b>10</b>	<b>18</b>	-	-
<b>PC5.</b> take appropriate and approved actions in line with instructions and guidelines	2	3	-	-
<b>PC6.</b> participate in workplace activities as a part of the larger team	2	4	-	-
<b>PC7.</b> report to supervisor immediately in case there are any work issues	2	3	-	-
<b>PC8.</b> use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender	2	4	-	-
<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	4	-	-
<i>Communication and Information record</i>	<b>18</b>	<b>32</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	4	-	-
<b>PC11.</b> communicate role related information to stakeholders in a polite manner and resolve queries, if any	2	3	-	-
<b>PC12.</b> assist and guide guests to services or products based on their needs	2	4	-	-
<b>PC13.</b> report and record instances of aggressive/ unruly behavior and seek assistance	2	3	-	-
<b>PC14.</b> use communication equipment (phone, email etc.) as mandated by the organization	2	3	-	-
<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	3	-	-
<b>PC16.</b> maintain confidentiality of information, as required, in the role	2	4	-	-
<b>PC17.</b> communicate the internalization of gender & its concepts at work place	2	4	-	-
<b>PC18.</b> conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc.	2	4	-	-
<b>NOS Total</b>	<b>36</b>	<b>64</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>	4.0
<b>Last Reviewed Date</b>	18/12/2025
<b>Next Review Date</b>	18/12/2028
<b>NSQF 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:

## Qualification Pack

- 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 70% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Q

## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**

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

## 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	70	-	-	100	10
BWS/N2220.Common yoga protocols as per the instructions	32	68	-	-	100	20
BWS/N2227.Conduct face yoga sessions	34	66	0	0	100	20
BWS/N2201.Conduct the basic yoga sessions for holistic wellbeing	27	73	-	-	100	20
BWS/N2221.Perform meditation practices as per the yoga instructor	25	75	-	-	100	10
BWS/N9002.Maintain health and safety at the workplace	33	67	-	-	100	5
BWS/N9003.Create a positive impression at the workplace	36	64	-	-	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>237</b>	<b>513</b>	<b>-</b>	<b>-</b>	<b>750</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
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack

## 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.
<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.

## Qualification Pack

<b>National Occupational Standard</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.
<b>Knowledge and Understanding (K)</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</b>	These skills (GS) 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>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.



## Qualification Pack

<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 Standard</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.
<b>Knowledge and Understanding (K)</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.

## Qualification Pack

<b>Core Skills/ Generic Skills</b>	These skills (GS) 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>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 Standard</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.

## Qualification Pack

<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.
<b>Knowledge and Understanding (K)</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</b>	These skills (GS) 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>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.

## Qualification Pack

<b>National Occupational Standard</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.
<b>Knowledge and Understanding (K)</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</b>	These skills (GS) 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>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.

## Qualification Pack

<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 Standard</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.
<b>Knowledge and Understanding (K)</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.

## Qualification Pack

<b>Core Skills/ Generic Skills</b>	These skills (GS) 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.