

Qualification Pack



Assistant Beauty & Wellness Consultant

QP Code: BWS/Q4001

Version: 4.0

NSQF Level: 3

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BWS/Q4001: Assistant Beauty & Wellness Consultant

Brief Job Description

An Assistant Beauty Wellness Consultant is an operational job-role selling products in salons, spas, promotional locations, etc. She/he supports sales and marketing by displaying products, conducting visual hair and skin analysis, matching hair and skin conditions to product categories, selling, tracking and reporting sales information to the sales executive or manager.

Personal Attributes

The individual needs to be physically fit to withstand working in a retail environment whilst being client responsive. He/ she would need good interpersonal and listening skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N4001: Arrange & Display products to promote sales](#)
2. [BWS/N4022: Implement special promotional offers during seasonal events](#)
3. [BWS/N4023: Provide personalized skin & hair analysis for the clients](#)
4. [BWS/N4024: Assist clients in selecting appropriate products based on their skin and hair type](#)
5. [BWS/N4025: Demonstrate usage of beauty and wellness products](#)
6. [BWS/N4003: Execute administrative and billing tasks to facilitate product sales](#)
7. [BWS/N9002: Maintain health and safety at the workplace](#)
8. [BWS/N9003: Create a positive impression at the workplace](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Product and Sales
Occupation	Beauty Wellness Products Training, Sales Consultancy Services

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Country	India
NSQF Level	3
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.9900
Minimum Educational Qualification & Experience	<p>10th grade pass OR Grade 8 pass with 2 years of (NTC/ NAC) after 8th (in the domain of beauty and wellness industry) OR 8th grade pass with 3 Years of experience in beauty and wellness services OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience in beauty and wellness services OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience in beauty and wellness services</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	16/12/2028
NSQC Approval Date	16/12/2025
Version	4.0
Reference code on NQR	QG-03-BW-06592-2025-V2-BWSSC
NQR Version	2

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BWS/N4001: Arrange & Display products to promote sales

Description

This unit covers the essential skills and knowledge required to effectively arrange and display beauty and wellness products to support retail sales in salons, spas, wellness centers, or retail stores. The unit aims to ensure that product displays are visually appealing, safe, clean, and aligned with promotional and merchandising objectives.

Scope

The scope covers the following :

- Arrange & display products to promote sales

Elements and Performance Criteria

Arrange & display products to promote sales

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

1. gather the product stock needed for the display and check that they are clean, safe and in good condition
2. check that all the expected items and parts of the product are in the respective packages as per the given instruction
3. remove all unwanted packaging to have a proper display of products
4. check regularly that products on display are in a clean, safe and satisfactory condition
5. handle and store products in line with manufacturers instructions and as safe for the product, also avoiding any damage to surroundings including others
6. promptly remove damaged and expired products from display and follow company procedures for dealing with those products
7. check that the display area is the right size for intended display and report any concerns promptly
8. ensure the display elements are suited to the area (Elements: Light, colour, texture, composition, physical elements, services);(Suited: Safe, efficient, thematic, fit-for-purpose, feasible, right sized, shape)
9. carry out labelling of products if that is not available or to be replaced based on supervisor instructions
10. check that the information on the labels are accurate
11. create a display that is fit for purpose based on foundational visual merchandising principles (Purpose: Awareness, purchase, sampling, registration, catch attention, etc.);(Principles: Safety, focal point, visually appealing, flow, eye catching, colour complementarity)
12. report any information on labels that may be objectionable or not clear
13. present promotional material in an orderly, attractive and effective manner along with product displays
14. dispose waste and expired products safely and correctly

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- 15.** use safe work methods to produce displays and use manufacturers instructions when positioning products together

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** policies of the retail outlet or the company for visual display for its products
- KU2.** following store procedures for display, requirements for stock, space, position of the display & dates
- KU3.** legal or statutory requirements related to the area of work
- KU4.** various purpose of product displays
- KU5.** evaluation process for the potential places to put the display as per the design brief
- KU6.** process for setting up displays as per the safety and environmental standards
- KU7.** process of cleaning and storing materials and equipment used in displays and disposing of waste and expired products safely
- KU8.** methods of using labeling materials efficiently and effectively
- KU9.** attributes of combining light, color, texture, shape and dimension to achieve the desired visual effect
- KU10.** different displaying styles and their importance
- KU11.** the importance of displaying products in marketing, promotional and sales campaigns and activities
- KU12.** health and safety risks in product displays
- KU13.** foundational principles of electrical, physical, chemical and fire safety and related first aid
- KU14.** actions to be taken to avoid and minimize spoilage (Actions: eg. FIFO, rotation of stock, checking best by dates, sell stock, etc.)

Generic Skills (GS)

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

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

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- 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
- 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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange & display products to promote sales</i>	25	40	-	35
1. gather the product stock needed for the display and check that they are clean, safe and in good condition	2	3	-	2
2. check that all the expected items and parts of the product are in the respective packages as per the given instruction	2	3	-	2
3. remove all unwanted packaging to have a proper display of products	1	3	-	3
4. check regularly that products on display are in a clean, safe and satisfactory condition	2	3	-	3
5. handle and store products in line with manufacturers instructions and as safe for the product, also avoiding any damage to surroundings including others	3	3	-	3
6. promptly remove damaged and expired products from display and follow company procedures for dealing with those products	2	3	-	2
7. check that the display area is the right size for intended display and report any concerns promptly	2	3	-	2
8. ensure the display elements are suited to the area (Elements: Light, colour, texture, composition, physical elements, services);(Suited: Safe, efficient, thematic, fit-for-purpose, feasible, right sized, shape)	1	2	-	2
9. carry out labelling of products if that is not available or to be replaced based on supervisor instructions	2	3	-	2
10. check that the information on the labels are accurate	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. create a display that is fit for purpose based on foundational visual merchandising principles (Purpose: Awareness, purchase, sampling, registration, catch attention, etc.);(Principles: Safety, focal point, visually appealing, flow, eye catching, colour complementarity)	2	3	-	3
12. report any information on labels that may be objectionable or not clear	1	2	-	2
13. present promotional material in an orderly, attractive and effective manner along with product displays	2	3	-	3
14. dispose waste and expired products safely and correctly	1	2	-	2
15. use safe work methods to produce displays and use manufacturers instructions when positioning products together	1	2	-	2
NOS Total	25	40	-	35

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4001
NOS Name	Arrange & Display products to promote sales
Sector	Beauty & Wellness
Sub-Sector	Product and Sales
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

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BWS/N4022: Implement special promotional offers during seasonal events

Description

The unit is responsible for effectively implementing promotional campaigns during seasonal events such as festivals, end-of-season sales, or brand-specific events. The role involves preparing displays, communicating offers to customers, assisting in product selection, and maintaining the promotional area.

Scope

The scope covers the following :

- implement special promotional offers during seasonal events

Elements and Performance Criteria

Implement special promotional offers during seasonal events

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

- PC1.** receive and understand instructions from the supervisor regarding seasonal promotions, offers, or sales campaigns
- PC2.** prepare and arrange promotional materials such as posters, banners, shelf-talkers, and display stands as per instructions
- PC3.** assist in preparing promotional displays, including organizing products, props, signage, and decorations based on the seasonal theme (e.g., festivals, New Year, wedding season)
- PC4.** ensure promotional displays are attractive, safe, and accessible for customer interaction
- PC5.** communicate clearly with customers about the promotional offer, including duration, discounts, festival kits, free samples, etc
- PC6.** assist customers in selecting promotional products or services that suit their preferences and needs.
- PC7.** ensure promotional price tags, product labels, and banners are correctly placed and free from error or ambiguity
- PC8.** monitor the condition and stock of promotional products throughout the event and replenish or report shortages as necessary
- PC9.** record customer interest and feedback related to the promotions and share observations with the supervisor
- PC10.** maintain hygiene, safety, and tidiness in the promotional display area
- PC11.** follow organizational protocols for handling promotional codes, billing offers, and loyalty schemes during transactions
- PC12.** support cross-selling and up-selling where applicable during promotional events
- PC13.** participate in post-event stock reconciliation and feedback reporting

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** basic understanding of the organization's seasonal marketing strategies, sales objectives, and customer engagement goals
- KU2.** guidelines and standards for product placement, branding, promotional materials, and in-store merchandising
- KU3.** company policies for handling promotional pricing, discounts, free samples, and loyalty schemes
- KU4.** types of seasonal promotions (e.g., festival combos, wedding packages, new year discounts, trial kits)
- KU5.** importance of correct labelling, accurate pricing, and avoiding customer confusion or misinformation
- KU6.** understanding of promotional pricing strategies (e.g., bundle offers, BOGO - Buy One Get One, flash sales, loyalty points)
- KU7.** basic sales techniques like up-selling and cross-selling during promotional events
- KU8.** benefits and features of promotional products or services
- KU9.** importance of proper placement of promotional tags, price labels, and safety signage
- KU10.** handling customer queries and resolving minor issues related to offers or display items

Generic Skills (GS)

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

- GS1.** ability to communicate clearly, politely, and effectively with customers, team members, and supervisors
- GS2.** ability to work collaboratively with peers and supervisors
- GS3.** understanding and responding to customer preferences and needs with empathy and patience
- GS4.** keeping workspaces organized and maintaining systemized displays
- GS5.** ensuring all materials, prices, and information are accurate and clearly presented
- GS6.** identifying and responding to issues such as stock shortages or customer complaints
- GS7.** basic math skills for billing, discounts, price calculations, and reconciling stock
- GS8.** ensuring cleanliness and safety in the promotional area

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement special promotional offers during seasonal events</i>	20	45	-	35
PC1. receive and understand instructions from the supervisor regarding seasonal promotions, offers, or sales campaigns	1	4	-	3
PC2. prepare and arrange promotional materials such as posters, banners, shelf-talkers, and display stands as per instructions	2	4	-	3
PC3. assist in preparing promotional displays, including organizing products, props, signage, and decorations based on the seasonal theme (e.g., festivals, New Year, wedding season)	2	4	-	4
PC4. ensure promotional displays are attractive, safe, and accessible for customer interaction	2	4	-	4
PC5. communicate clearly with customers about the promotional offer, including duration, discounts, festival kits, free samples, etc	2	5	-	3
PC6. assist customers in selecting promotional products or services that suit their preferences and needs.	2	3	-	3
PC7. ensure promotional price tags, product labels, and banners are correctly placed and free from error or ambiguity	2	4	-	3
PC8. monitor the condition and stock of promotional products throughout the event and replenish or report shortages as necessary	2	5	-	3
PC9. record customer interest and feedback related to the promotions and share observations with the supervisor	1	4	-	3
PC10. maintain hygiene, safety, and tidiness in the promotional display area	1	2	-	2
PC11. follow organizational protocols for handling promotional codes, billing offers, and loyalty schemes during transactions	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. support cross-selling and up-selling where applicable during promotional events	1	2	-	1
PC13. participate in post-event stock reconciliation and feedback reporting	1	2	-	1
NOS Total	20	45	-	35

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4022
NOS Name	Implement special promotional offers during seasonal events
Sector	Beauty & Wellness
Sub-Sector	
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

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BWS/N4023: Provide personalized skin & hair analysis for the clients

Description

This unit focuses on equipping professionals with the skills and knowledge required to conduct comprehensive and personalized skin and hair analysis for clients. It includes client consultation, data gathering, and the use of various tools and techniques to assess skin and scalp conditions. The aim is to identify individual needs and recommend suitable products, treatments, and lifestyle adjustments.

Scope

The scope covers the following :

- client consultation & preparation
- skin analysis
- hair & scalp analysis
- analysis interpretation & recommendations
- client communication & data handling

Elements and Performance Criteria

Client Consultation & Preparation

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

- PC1.** greet the client professionally and ensure a comfortable environment for consultation
- PC2.** collect relevant client information such as age, lifestyle, current products, medical history, and skin/hair concerns
- PC3.** explain the purpose and process of the analysis, maintaining transparency and gaining consent
- PC4.** use sanitized tools and follow hygiene protocols throughout the consultation process

Skin Analysis

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

- PC5.** examine the client's skin type (normal, dry, oily, combination, sensitive) using visual and tactile methods
- PC6.** identify and assess skin conditions such as acne, pigmentation, wrinkles, dehydration, or sensitivity
- PC7.** use appropriate tools such as magnifying lamp, Wood's lamp, skin scanner, or analyzer device (if available)
- PC8.** record observations systematically and match findings to standard skin classification systems

Hair & Scalp Analysis

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

- PC9.** evaluate hair type (straight, wavy, curly, coily) and texture (fine, medium, coarse)
- PC10.** assess scalp condition—normal, oily, dry, itchy, dandruff-prone, or inflamed
- PC11.** identify hair concerns such as hair fall, breakage, split ends, dryness, or frizz
- PC12.** use tools such as magnifying glass, or scalp analyzers as per availability

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PC13. document findings with clear notes or photographs (if organizational policy allows)

Analysis Interpretation & Recommendations

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

PC14. interpret the results to determine skin and hair needs, concerns, and goals

PC15. recommend suitable products and treatments based on analysis—e.g., hydration, repair, anti-aging, dandruff control

PC16. advise on lifestyle factors (diet, water intake, sleep, sun exposure) that impact skin and hair health

PC17. explain any precautions or pre/post-care required for suggested treatments or product use.

Client Communication & Data Handling

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

PC18. communicate findings and suggestions in simple, client-friendly language

PC19. handle client information confidentially and store records securely

PC20. seek feedback and clarify any doubts the client may have about the analysis or recommendations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic structure and function of the skin layers (epidermis, dermis, subcutaneous)

KU2. types of skin: normal, dry, oily, combination, and sensitive

KU3. common skin conditions: acne, pigmentation, wrinkles, dehydration, and sensitivity

KU4. understanding the importance of gathering client data: age, lifestyle, habits, medical history, and product use

KU5. purpose and correct use of magnifying lenses, skin analyzer, scalp analyzer

KU6. sterilization and sanitization procedures for tools before and after use

KU7. types of skin and hair care products (moisturizers, serums, shampoos, masks, treatments)

KU8. pre- and post-care instructions for recommended treatments

KU9. Knowledge of hair types- straight, wavy, curly, coily and textures- fine, medium, coarse

KU10. scalp conditions-normal, dry, oily, itchy, dandruff-prone, or inflamed- and their visual indicators

KU11. common hair concerns- hair fall, breakage, frizz, split ends, dryness and potential causes

KU12. usage and care of hair and scalp analysis tools: Magnifying glass, Scalp analyzer

KU13. quality standards, customer service excellence, and ethical practices in beauty and wellness consultation

Generic Skills (GS)

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

GS1. ability to communicate clearly, respectfully, and effectively with clients

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- GS2.** understanding client concerns and background by listening carefully and asking relevant questions
- GS3.** maintaining a pleasant, respectful, and comfortable environment
- GS4.** accuracy in observation, analysis, and documentation
- GS5.** structuring consultations and managing data systematically
- GS6.** respecting client privacy and handling personal data responsibly
- GS7.** operating basic diagnostic tools and devices carefully
- GS8.** maintaining cleanliness, sanitization, and safety standards

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Client Consultation & Preparation</i>	4	8	-	5
PC1. greet the client professionally and ensure a comfortable environment for consultation	1	2	-	1
PC2. collect relevant client information such as age, lifestyle, current products, medical history, and skin/hair concerns	1	2	-	1
PC3. explain the purpose and process of the analysis, maintaining transparency and gaining consent	1	2	-	2
PC4. use sanitized tools and follow hygiene protocols throughout the consultation process	1	2	-	1
<i>Skin Analysis</i>	4	8	-	6
PC5. examine the client's skin type (normal, dry, oily, combination, sensitive) using visual and tactile methods	1	2	-	2
PC6. identify and assess skin conditions such as acne, pigmentation, wrinkles, dehydration, or sensitivity	1	2	-	2
PC7. use appropriate tools such as magnifying lamp, Wood's lamp, skin scanner, or analyzer device (if available)	1	2	-	1
PC8. record observations systematically and match findings to standard skin classification systems	1	2	-	1
<i>Hair & Scalp Analysis</i>	5	12	-	10
PC9. evaluate hair type (straight, wavy, curly, coily) and texture (fine, medium, coarse)	1	2	-	2
PC10. assess scalp condition—normal, oily, dry, itchy, dandruff-prone, or inflamed	1	2	-	2
PC11. identify hair concerns such as hair fall, breakage, split ends, dryness, or frizz	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use tools such as magnifying glass, or scalp analyzers as per availability	1	3	-	2
PC13. document findings with clear notes or photographs (if organizational policy allows)	1	3	-	2
<i>Analysis Interpretation & Recommendations</i>	4	10	-	8
PC14. interpret the results to determine skin and hair needs, concerns, and goals	1	2	-	1
PC15. recommend suitable products and treatments based on analysis—e.g., hydration, repair, anti-aging, dandruff control	1	2	-	2
PC16. advise on lifestyle factors (diet, water intake, sleep, sun exposure) that impact skin and hair health	1	3	-	2
PC17. explain any precautions or pre/post-care required for suggested treatments or product use.	1	3	-	3
<i>Client Communication & Data Handling</i>	3	7	-	6
PC18. communicate findings and suggestions in simple, client-friendly language	1	2	-	2
PC19. handle client information confidentially and store records securely	1	3	-	2
PC20. seek feedback and clarify any doubts the client may have about the analysis or recommendations	1	2	-	2
NOS Total	20	45	-	35

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4023
NOS Name	Provide personalized skin & hair analysis for the clients
Sector	Beauty & Wellness
Sub-Sector	
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

BWS/N4024: Assist clients in selecting appropriate products based on their skin and hair type

Description

This unit is designed to equip professionals with the ability to assist clients in identifying and selecting appropriate skincare and haircare products tailored to their individual needs. It covers essential consultation skills such as greeting clients, understanding their concerns, assessing skin and hair type, and recommending suitable products based on both observations and client input.

Scope

The scope covers the following :

- select appropriate products based on client's skin and hair type

Elements and Performance Criteria

Select appropriate products based on client's skin and hair type

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

- PC1.** greet the client politely and initiate a conversation to understand their basic needs, preferences, and concerns related to skin and hair
- PC2.** ask relevant questions to identify the client's skin type (e.g., oily, dry, combination, sensitive) and hair type (e.g., curly, straight, chemically treated, dandruff-prone) to recommend right products
- PC3.** observe and assess the client's skin condition visually and through touch (if permitted), focusing on identifying visible signs such as dryness, oiliness, breakouts, or sensitivity
- PC4.** identify contraindications such as allergies, scalp infections, skin sensitivities, or recent cosmetic procedures
- PC5.** refer to product labels, instructions, and organizational guidelines to determine the suitability of products for the client's profile
- PC6.** recommend suitable product options aligned with the client's skin/hair needs, budget, and preferences
- PC7.** explain the benefits, ingredients, usage instructions, and possible side effects of the recommended products in simple terms
- PC8.** offer sample products, testers, or patch tests if applicable, and check client comfort before recommending full-size purchase
- PC9.** advise on a basic skincare routine and frequency of use for the suggested products to support long-term results
- PC10.** escalate or refer to the senior consultant or supervisor if the client presents complex conditions or requires specialized care
- PC11.** maintain hygiene, politeness, and confidentiality throughout the consultation process
- PC12.** record the products recommended and any feedback provided by the client for future reference

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational consultation procedures and protocols for product recommendation
- KU2.** understanding workplace standards for hygiene, client interaction, and recordkeeping
- KU3.** knowledge of the use and handling of testers, sample kits, and product displays as per organizational policy
- KU4.** basic anatomy and physiology of the skin and hair, including structure and function
- KU5.** different skin types (oily, dry, normal, combination, sensitive) and hair types (straight, curly, coily, chemically treated) and how they impact product suitability
- KU6.** common skin and hair conditions, such as acne, sensitivity, dandruff, dryness, or chemical damage, and related contraindications
- KU7.** types of products available for different concerns (e.g., moisturizers, serums, shampoos, conditioners, treatments)
- KU8.** how to read and interpret product labels, packaging instructions, and manufacturer usage guidelines
- KU9.** purpose, functionality, and usage of skin/hair analysis tools (manual and machine-based)
- KU10.** patch test procedures and importance for products with active ingredients
- KU11.** safety and hygiene protocols while performing consultation or handling products

Generic Skills (GS)

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

- GS1.** ability to communicate effectively and clearly with clients
- GS2.** understanding client needs and focusing on personalized service and comfort
- GS3.** ability to build trust, show empathy, and listen actively
- GS4.** making product recommendations based on observed or disclosed client needs
- GS5.** carefully checking for allergies, skin sensitivities, and interpreting product labels
- GS6.** using basic equipment like skin/hair analyzers
- GS7.** understanding and simplifying technical product information for the client
- GS8.** basic ability to use analysis devices or understand digital tools and product references

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Select appropriate products based on client's skin and hair type</i>	22	42	-	36
PC1. greet the client politely and initiate a conversation to understand their basic needs, preferences, and concerns related to skin and hair	2	3	-	2
PC2. ask relevant questions to identify the client's skin type (e.g., oily, dry, combination, sensitive) and hair type (e.g., curly, straight, chemically treated, dandruff-prone) to recommend right products	2	4	-	3
PC3. observe and assess the client's skin condition visually and through touch (if permitted), focusing on identifying visible signs such as dryness, oiliness, breakouts, or sensitivity	2	5	-	3
PC4. identify contraindications such as allergies, scalp infections, skin sensitivities, or recent cosmetic procedures	2	4	-	4
PC5. refer to product labels, instructions, and organizational guidelines to determine the suitability of products for the client's profile	2	3	-	3
PC6. recommend suitable product options aligned with the client's skin/hair needs, budget, and preferences	2	4	-	3
PC7. explain the benefits, ingredients, usage instructions, and possible side effects of the recommended products in simple terms	1	4	-	3
PC8. offer sample products, testers, or patch tests if applicable, and check client comfort before recommending full-size purchase	2	4	-	4
PC9. advise on a basic skincare routine and frequency of use for the suggested products to support long-term results	2	3	-	3
PC10. escalate or refer to the senior consultant or supervisor if the client presents complex conditions or requires specialized care	2	3	-	3

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. maintain hygiene, politeness, and confidentiality throughout the consultation process	2	3	-	3
PC12. record the products recommended and any feedback provided by the client for future reference	1	2	-	2
NOS Total	22	42	-	36

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4024
NOS Name	Assist clients in selecting appropriate products based on their skin and hair type
Sector	Beauty & Wellness
Sub-Sector	
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

BWS/N4025: Demonstrate usage of beauty and wellness products

Description

This unit outlines the knowledge and practical skills required to effectively demonstrate the usage of beauty and wellness products to clients. The focus is on educating clients about the correct and safe application of products, highlighting their key benefits, ingredients, usage protocols, and precautions.

Scope

The scope covers the following :

- usage of beauty and wellness products

Elements and Performance Criteria

Usage of beauty and wellness products

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

- PC1.** explain the product's purpose, key ingredients, usage benefits, and any precautions as per manufacturer's instructions
- PC2.** show the correct method of product application—step-by-step—such as how much to use, how to apply, duration of use, and removal technique if applicable
- PC3.** use clean tools and maintain hygiene and safety protocols while demonstrating the product
- PC4.** explain the do's and don'ts of product use, including what to avoid before and after use
- PC5.** highlight any organic, natural, or chemical-free features of the products
- PC6.** offer sample applications (e.g., on hand, strand of hair, or patch test) as per organizational policy and client comfort
- PC7.** address client questions and clarify doubts related to the product's usage, expected results, and frequency of use
- PC8.** advise the client on follow-up or complementary products for enhanced results (if applicable)
- PC9.** ensure the client is informed about storage instructions and product shelf-life
- PC10.** record client feedback on the product demonstration and escalate any complaints or adverse reactions to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** purpose and benefits of each product type (e.g., cleanser, serum, hair mask, and essential oils)
- KU2.** understanding of natural, organic, ayurvedic, and chemical-based formulations
- KU3.** ability to explain do's and don'ts before/after product use
- KU4.** advising on complementary products for a skincare/haircare
- KU5.** difference between organic, herbal, natural, and chemical-based formulations

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- KU6.** correct method of applying various products (e.g., quantity, direction, layering, massage techniques)
- KU7.** importance of using sanitized tools and maintaining personal hygiene during demonstrations
- KU8.** familiarity with brand or salon-specific guidelines for sample testing, data handling, and client care

Generic Skills (GS)

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

- GS1.** ability to clearly and confidently explain product usage, benefits, and precautions
- GS2.** maintaining a friendly, empathetic, and respectful approach during interaction
- GS3.** ability to demonstrate product application step-by-step in an engaging and easy-to-follow manner
- GS4.** understanding of ingredients, benefits, precautions, and manufacturer guidelines
- GS5.** maintaining cleanliness and safety during hands-on product usage
- GS6.** managing adverse reactions, complaints, and special client needs sensitively and effectively
- GS7.** ensuring proper explanation of do's & don'ts, correct product usage, shelf-life, and aftercare

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Usage of beauty and wellness products</i>	25	40	-	35
PC1. explain the product's purpose, key ingredients, usage benefits, and any precautions as per manufacturer's instructions	2	3	-	3
PC2. show the correct method of product application—step-by-step—such as how much to use, how to apply, duration of use, and removal technique if applicable	3	4	-	4
PC3. use clean tools and maintain hygiene and safety protocols while demonstrating the product	2	3	-	3
PC4. explain the do's and don'ts of product use, including what to avoid before and after use	3	5	-	4
PC5. highlight any organic, natural, or chemical-free features of the products	3	5	-	4
PC6. offer sample applications (e.g., on hand, strand of hair, or patch test) as per organizational policy and client comfort	3	5	-	4
PC7. address client questions and clarify doubts related to the product's usage, expected results, and frequency of use	2	4	-	3
PC8. advise the client on follow-up or complementary products for enhanced results (if applicable)	3	4	-	4
PC9. ensure the client is informed about storage instructions and product shelf-life	2	3	-	3
PC10. record client feedback on the product demonstration and escalate any complaints or adverse reactions to the supervisor	2	4	-	3
NOS Total	25	40	-	35

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4025
NOS Name	Demonstrate usage of beauty and wellness products
Sector	Beauty & Wellness
Sub-Sector	
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

BWS/N4003: Execute administrative and billing tasks to facilitate product sales

Description

This unit focuses on the skills and knowledge required to efficiently perform administrative and billing tasks that support product sales in retail, salon, or wellness environments. It involves maintaining accurate client and sales records, preparing promotional materials, updating inventory, and ensuring organized documentation in both physical and digital formats.

Scope

The scope covers the following :

- administrative and sales support tasks
- point-of-sale (POS) and billing

Elements and Performance Criteria

Administrative and Sales Support Tasks

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

- PC1.** update client information and sales records accurately in physical or digital formats as per organizational protocols
- PC2.** prepare and organize promotional materials, product packs, and information sheets as instructed
- PC3.** input promotional, invoice, and billing data into databases as per supervisor's instructions
- PC4.** store and retrieve client and sales information in a systematic and secure manner
- PC5.** maintain accurate records of cash, bills, receipts, and promotional data
- PC6.** assist in managing refunds or replacements following company policy and proper documentation
- PC7.** monitor stock levels, update product inventory, and raise restock requests as instructed
- PC8.** submit daily summaries or activity reports to supervisors in the required format and timelines
- PC9.** clarify unclear tasks with the supervisor and ensure satisfactory task completion
- PC10.** follow standard safety procedures and approved work protocols while carrying out administrative tasks
- PC11.** operate office equipment (e.g., computer, printer, scanner) as per manufacturer guidelines
- PC12.** adhere to data security and confidentiality protocols in handling client and sales data
- PC13.** store and retrieve supplies and documents neatly to minimize damage or misplacement

• Point-of-Sale (POS) and Billing

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

- PC14.** generate and process bills using the POS system for purchased products/services
- PC15.** handle payments through cash, credit/debit card, or UPI as per company guidelines
- PC16.** provide receipts or confirmation messages to customers and return change where applicable

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- PC17.** record all transactions accurately and reconcile cash and digital payments daily
- PC18.** assist with refund/exchange processing and update POS accordingly
- PC19.** report transaction or billing errors promptly to the supervisor or relevant authority
- PC20.** maintain hygiene and data security while handling the POS and financial instruments

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of the organization's formats, software, and protocols for maintaining sales and client records
- KU2.** understanding of promotional procedures, documentation, and display material preparation guidelines
- KU3.** familiarity with stock management procedures, inventory forms, and restocking protocols
- KU4.** importance of maintaining accurate, updated, and confidential client and sales data
- KU5.** understanding of billing procedures using Point-of-Sale (POS) systems
- KU6.** knowledge of different payment modes (cash, cards, UPI)
- KU7.** proper use and maintenance of office equipment like computers, printers, scanners, and billing machines

Generic Skills (GS)

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

- GS1.** ability to interact politely and clearly with supervisors, clients, and team member
- GS2.** use of digital tools such as MS Office, POS systems, billing software, and databases
- GS3.** entering and maintaining accurate records, calculations, and inventory information
- GS4.** keeping documents, supplies, and inventory arranged and easily accessible
- GS5.** coordinating with supervisors and team members for smooth operational flow

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Administrative and Sales Support Tasks</i>	14	27	-	21
PC1. update client information and sales records accurately in physical or digital formats as per organizational protocols	1	2	-	1
PC2. prepare and organize promotional materials, product packs, and information sheets as instructed	1	2	-	1
PC3. input promotional, invoice, and billing data into databases as per supervisor's instructions	2	2	-	2
PC4. store and retrieve client and sales information in a systematic and secure manner	1	2	-	2
PC5. maintain accurate records of cash, bills, receipts, and promotional data	1	2	-	2
PC6. assist in managing refunds or replacements following company policy and proper documentation	1	3	-	2
PC7. monitor stock levels, update product inventory, and raise restock requests as instructed	1	2	-	1
PC8. submit daily summaries or activity reports to supervisors in the required format and timelines	1	2	-	1
PC9. clarify unclear tasks with the supervisor and ensure satisfactory task completion	1	2	-	1
PC10. follow standard safety procedures and approved work protocols while carrying out administrative tasks	1	2	-	2
PC11. operate office equipment (e.g., computer, printer, scanner) as per manufacturer guidelines	1	2	-	2
PC12. adhere to data security and confidentiality protocols in handling client and sales data	1	2	-	2
PC13. store and retrieve supplies and documents neatly to minimize damage or misplacement	1	2	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
• <i>Point-of-Sale (POS) and Billing</i>	9	16	-	13
PC14. generate and process bills using the POS system for purchased products/services	1	2	-	2
PC15. handle payments through cash, credit/debit card, or UPI as per company guidelines	2	3	-	2
PC16. provide receipts or confirmation messages to customers and return change where applicable	2	3	-	2
PC17. record all transactions accurately and reconcile cash and digital payments daily	1	2	-	2
PC18. assist with refund/exchange processing and update POS accordingly	1	2	-	2
PC19. report transaction or billing errors promptly to the supervisor or relevant authority	1	2	-	2
PC20. maintain hygiene and data security while handling the POS and financial instruments	1	2	-	1
NOS Total	23	43	-	34

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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N4003
NOS Name	Execute administrative and billing tasks to facilitate product sales
Sector	Beauty & Wellness
Sub-Sector	Product and Sales
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	16/12/2025
Next Review Date	16/12/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

BWS/N9002: Maintain health and safety at the workplace

Description

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

Scope

The scope covers the following :

- Maintain health and safety at the workplace

Elements and Performance Criteria

Maintain health and safety at the workplace

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

BWS/N9003: Create a positive impression at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Appearance and Behavior

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

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

Task execution as per organization's standards

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

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

Communication and Information record

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

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

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack , every trainee should score a minimum of 50% in aggregate.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Minimum Passing % at NOS Level: 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BWS/N4001.Arrange & Display products to promote sales	25	40	-	35	100	10
BWS/N4022.Implement special promotional offers during seasonal events	20	45	-	35	100	10
BWS/N4023.Provide personalized skin & hair analysis for the clients	20	45	-	35	100	10
BWS/N4024.Assist clients in selecting appropriate products based on their skin and hair type	22	42	-	36	100	20
BWS/N4025.Demonstrate usage of beauty and wellness products	25	40	-	35	100	10
BWS/N4003.Execute administrative and billing tasks to facilitate product sales	23	43	-	34	100	10
BWS/N9002.Maintain health and safety at the workplace	33	45	-	22	100	10
BWS/N9003.Create a positive impression at the workplace	35	46	-	19	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	223	376	-	251	850	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.