

Qualification Pack



Center Manager (Salon and Wellness)

QP Code: BWS/Q4003

Version: 1.0

NSQF Level: 5.5

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BWS/Q4003: Center Manager (Salon and Wellness)

Brief Job Description

The Centre Manager oversees daily operations of a beauty and wellness center, ensuring high standards of customer service, staff performance, and facility maintenance. They manage scheduling, inventory, sales targets, and financial transactions, while ensuring compliance with hygiene, safety, and company policies. The role involves team leadership, client relationship management, and driving business growth through service excellence and operational efficiency.

Personal Attributes

A Salon Manager should be a strong leader with excellent communication and organizational skills. They must be customer-focused, detail-oriented, and capable of resolving issues calmly and professionally. Adaptability, ethical conduct, and a results-driven mindset are essential, along with the ability to manage daily operations, staff, and client satisfaction effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N4021: Roles & Responsibilities of a Centre Manager with the context of Industry know-how](#)
2. [BWS/N4019: Manage Salon Operations](#)
3. [BWS/N4020: Handling Salon Finances & Inventory](#)
4. [BWS/N9002: Maintain health and safety at the workplace](#)
5. [BWS/N9003: Create a positive impression at the workplace](#)
6. [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 |
| Country | India |

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|---|--|
| NSQF Level | 5.5 |
| Credits | 15 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5142.9900 |
| Minimum Educational Qualification & Experience | <p>Completed 3 year UG degree with 6 Months of experience in salon, or client/service management OR UG in any field (UG Diploma or equivalent) with 2 Years of experience in salon, beauty or wellness service operations OR Completed 3 year diploma after 10th (or equivalent) with 3 Years of experience in salon, beauty or wellness service operations OR 12th grade Pass with 4.5 years of experience in salon, inventory & finances, client relationship management OR Previous relevant Qualification of NSQF Level (5) with 1.5 years of experience in salon management, operation handling & client relationship management</p> |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 16 Years |
| Last Reviewed On | NA |
| Next Review Date | 12/03/2029 |
| NSQC Approval Date | 12/03/2026 |
| Version | 1.0 |
| Reference code on NQR | QG-5.5-BW-05072-2026-V1-BWSSC |
| NQR Version | 1 |

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BWS/N4021: Roles & Responsibilities of a Centre Manager with the context of Industry know-how

Description

Applying technical and industry knowledge at the salon means using expertise in haircare, styling, and beauty trends to provide tailored services. It includes staying current with new techniques, tools, and products, while understanding client's needs and preferences.

Scope

The scope covers the following :

- The manager must stay informed about current beauty trends, products, and tools, ensuring the salon offers cutting-edge services. They are responsible for implementing best practices in customer care, staff performance, and health and safety protocols. Additionally, the manager may handle inventory management, supplier relationships, and marketing strategies, all while ensuring the salon operates smoothly and delivers a top-tier client experience.

Elements and Performance Criteria

Industry Awareness and Trends

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

- PC1.** Understand emerging trends in the salon and wellness industry.
- PC2.** Understanding and implementing new services or products that align with industry changes.
- PC3.** Thorough technical knowledge of services and products sold at the centre
- PC4.** Ensuring that all salon services are delivered in line with industry standards and customer expectations.
- PC5.** Knowing the best products (shampoos, conditioners, serums, etc.) and equipment (hairdryers, straighteners, etc.) that align with industry standards and client preferences is essential.

Business and Operational Knowledge

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

- PC6.** Using technical knowledge to control costs, such as managing product usage, and understanding the financial side of running a salon, including pricing services competitively while maintaining quality.
- PC7.** An in-depth understanding of what attracts clients to your salon, including leveraging social media, promotions, and special offers. You need to be aware of current beauty trends to market the services effectively.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of innovations in treatments, products, customer preferences, and regulatory changes.

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- KU2.** understanding of integrating new services or products into the existing business model effectively, ensuring they match client needs and business goals.
- KU3.** comprehensive understanding of the products and services being offered. This includes knowing how to use them properly and being able to explain their benefits to customers.
- KU4.** understanding of various products to sell effectively
- KU5.** understanding of the brand's SOP and quality assurance parameters
- KU6.** understand and recommend the best products and equipment to align with client preferences, ensuring high satisfaction and operational effectiveness.

Generic Skills (GS)

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

- GS1.** Read and understand internal policies, guidelines, and memos about customer service and sales practices to ensure adherence to organizational standards.
- GS2.** Accurately read and interpret promotional materials and sales documentation to assist in product and service promotions effectively.
- GS3.** Regularly update inventory records and communicate with the supply chain to ensure product availability and timely order fulfilment.

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Industry Awareness and Trends</i> | 25 | 25 | - | - |
| PC1. Understand emerging trends in the salon and wellness industry. | 5 | 5 | - | - |
| PC2. Understanding and implementing new services or products that align with industry changes. | 5 | 5 | - | - |
| PC3. Thorough technical knowledge of services and products sold at the centre | 5 | 5 | - | - |
| PC4. Ensuring that all salon services are delivered in line with industry standards and customer expectations. | 5 | 5 | - | - |
| PC5. Knowing the best products (shampoos, conditioners, serums, etc.) and equipment (hairdryers, straighteners, etc.) that align with industry standards and client preferences is essential. | 5 | 5 | - | - |
| <i>Business and Operational Knowledge</i> | 25 | 25 | - | - |
| PC6. Using technical knowledge to control costs, such as managing product usage, and understanding the financial side of running a salon, including pricing services competitively while maintaining quality. | 15 | 15 | - | - |
| PC7. An in-depth understanding of what attracts clients to your salon, including leveraging social media, promotions, and special offers. You need to be aware of current beauty trends to market the services effectively. | 10 | 10 | - | - |
| NOS Total | 50 | 50 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | BWS/N4021 |
| NOS Name | Roles & Responsibilities of a Centre Manager with the context of Industry know-how |
| Sector | Beauty & Wellness |
| Sub-Sector | |
| Occupation | Beauty Wellness Products Training, Sales Consultancy Services, Skincare Services, Haircare Services, Make-up Services, Nailcare Services, Aesthetic Skin Services, Beauty Wellness Products Training, Sales Consultancy Services |
| NSQF Level | 5.5 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | 12/03/2026 |
| Next Review Date | 12/03/2029 |
| NSQC Clearance Date | 12/03/2026 |

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BWS/N4019: Manage Salon Operations

Description

This OS includes overseeing the daily functions of a salon to ensure smooth and efficient service delivery. This includes managing appointments, coordinating staff schedules, maintaining high hygiene and safety standards, and ensuring the proper functioning of equipment. The role also involves monitoring inventory, handling customer queries, and ensuring compliance with industry regulations. The manager is responsible for optimizing the salon's operations to meet client needs, improve service quality, and enhance business performance.

Scope

The scope covers the following :

- oversee day-to-day salon operations
- staff supervision and performance management
- client relationship management
- marketing and business development

Elements and Performance Criteria

oversee day-to-day salon operations

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

- PC1.** ensure smooth running of salon services by effectively coordinating front desk, service providers, and back-office functions.
- PC2.** monitor salon equipment, ensuring regular maintenance, cleanliness, and proper functioning.
- PC3.** manage salon appointments, ensuring the schedule is optimized and all client slots are efficiently filled.
- PC4.** implement and monitor adherence to salon standard operating procedures (SOPs), including hygiene, client care, and service protocols.
- PC5.** ensure the salon's compliance with safety and regulatory guidelines, including sanitation standards.
- PC6.** handle client inquiries and complaints promptly, ensuring high levels of customer satisfaction.
- PC7.** monitor inventory levels of beauty products and tools, and manage restocking and supplies.

staff supervision and performance management

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

- PC8.** supervise daily activities of the salon team, ensuring work is completed to high standards and on schedule.
- PC9.** conduct regular performance reviews, giving constructive feedback to team members.
- PC10.** provide training, guidance, and support to staff on new services, products, or equipment.
- PC11.** create a positive work environment by encouraging teamwork and maintaining open communication channels.
- PC12.** address staff concerns or grievances in a timely and professional manner.

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- PC13.** manage staff scheduling to ensure optimum staffing levels without exceeding budgeted labor costs.
- PC14.** motivate the team to achieve individual and collective targets and ensure efficient service delivery.
- PC15.** performance appraisal of the staff

client relationship management

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

- PC16.** ensure high levels of client satisfaction by providing exceptional customer service.
- PC17.** address and resolve customer complaints or service issues in a professional and timely manner
- PC18.** implement loyalty programs or promotional offers to encourage repeat business and customer retention.
- PC19.** regularly gather customer feedback through surveys or direct communication to improve service offerings.

marketing and business development

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

- PC20.** collaborate with marketing teams to create promotions and attract new clients.
- PC21.** implement and monitor salon marketing strategies, including social media, advertisements, and loyalty schemes.
- PC22.** maintain an active online presence for the salon, ensuring accurate information and updates are shared with potential clients
- PC23.** network with local businesses or communities to increase salon visibility and establish partnerships.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** understanding of salon services, treatment protocols, and efficient appointment management.
- KU2.** knowledge of effective communication, complaint resolution, and client retention strategies.
- KU3.** familiarity with hygiene standards, sanitation, and relevant regulatory compliance.
- KU4.** knowledge of staff scheduling, training, performance management, and team dynamics.
- KU5.** basic understanding of budgeting, cost control, and revenue optimization practices.
- KU6.** knowledge of product and supply management, ensuring optimal stock levels.
- KU7.** understanding of promotional strategies, including social media marketing and client loyalty programs.

Generic Skills (GS)

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

- GS1.** ability to motivate, guide, and supervise a diverse team to ensure efficient salon operations.
- GS2.** ability to read and write effectively
- GS3.** strong verbal and written communication skills for interacting with clients, staff, and vendors.

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- GS4.** ability to prioritize tasks, manage schedules, and handle multiple tasks efficiently.
- GS5.** critical thinking and decision-making skills to address operational issues or client concerns promptly.
- GS6.** ability to manage salon resources, appointments, and staff schedules effectively.
- GS7.** basic skills in budgeting, financial tracking, and managing costs to optimize profitability.
- GS8.** flexibility to adapt to changing client needs, salon trends, and operational challenges.
- GS9.** ability to promote salon services and products, upsell to clients, and drive business growth.

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>oversee day-to-day salon operations</i> | 10 | 15 | - | - |
| PC1. ensure smooth running of salon services by effectively coordinating front desk, service providers, and back-office functions. | 1 | 2 | - | - |
| PC2. monitor salon equipment, ensuring regular maintenance, cleanliness, and proper functioning. | 1 | 1 | - | - |
| PC3. manage salon appointments, ensuring the schedule is optimized and all client slots are efficiently filled. | 2 | 3 | - | - |
| PC4. implement and monitor adherence to salon standard operating procedures (SOPs), including hygiene, client care, and service protocols. | 2 | 3 | - | - |
| PC5. ensure the salon's compliance with safety and regulatory guidelines, including sanitation standards. | 2 | 3 | - | - |
| PC6. handle client inquiries and complaints promptly, ensuring high levels of customer satisfaction. | 1 | 2 | - | - |
| PC7. monitor inventory levels of beauty products and tools, and manage restocking and supplies. | 1 | 1 | - | - |
| <i>staff supervision and performance management</i> | 10 | 15 | - | - |
| PC8. supervise daily activities of the salon team, ensuring work is completed to high standards and on schedule. | 1 | 1 | - | - |
| PC9. conduct regular performance reviews, giving constructive feedback to team members. | 2 | 2 | - | - |
| PC10. provide training, guidance, and support to staff on new services, products, or equipment. | 2 | 3 | - | - |
| PC11. create a positive work environment by encouraging teamwork and maintaining open communication channels. | 1 | 2 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC12. address staff concerns or grievances in a timely and professional manner. | 1 | 2 | - | - |
| PC13. manage staff scheduling to ensure optimum staffing levels without exceeding budgeted labor costs. | 1 | 2 | - | - |
| PC14. motivate the team to achieve individual and collective targets and ensure efficient service delivery. | 1 | 2 | - | - |
| PC15. performance appraisal of the staff | 1 | 1 | - | - |
| <i>client relationship management</i> | 10 | 15 | - | - |
| PC16. ensure high levels of client satisfaction by providing exceptional customer service. | 1 | 2 | - | - |
| PC17. address and resolve customer complaints or service issues in a professional and timely manner | 2 | 3 | - | - |
| PC18. implement loyalty programs or promotional offers to encourage repeat business and customer retention. | 4 | 5 | - | - |
| PC19. regularly gather customer feedback through surveys or direct communication to improve service offerings. | 3 | 5 | - | - |
| <i>marketing and business development</i> | 10 | 15 | - | - |
| PC20. collaborate with marketing teams to create promotions and attract new clients. | 1 | 2 | - | - |
| PC21. implement and monitor salon marketing strategies, including social media, advertisements, and loyalty schemes. | 2 | 3 | - | - |
| PC22. maintain an active online presence for the salon, ensuring accurate information and updates are shared with potential clients | 4 | 5 | - | - |
| PC23. network with local businesses or communities to increase salon visibility and establish partnerships. | 3 | 5 | - | - |
| NOS Total | 40 | 60 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N4019 |
| NOS Name | Manage Salon Operations |
| Sector | Beauty & Wellness |
| Sub-Sector | |
| Occupation | Beauty Wellness Products Training, Sales Consultancy Services |
| NSQF Level | 5.5 |
| Credits | 5 |
| Version | 1.0 |
| Last Reviewed Date | 12/03/2026 |
| Next Review Date | 12/03/2029 |
| NSQF Clearance Date | 12/03/2026 |

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BWS/N4020: Handling Salon Finances & Inventory

Description

Handling Salon Finances and Inventory is crucial for a centre manager to ensure smooth operations, profitability, and optimal resource use

Scope

The scope covers the following :

- Handling Salon Finances and Inventory" for a salon manager covers a wide range of essential topics, including budgeting, financial planning, and managing profit & loss statements. It also emphasizes setting competitive pricing, effective payroll management, and understanding key performance indicators (KPIs) like revenue per client and retail sales performance

Elements and Performance Criteria

Budgeting & Financial Planning

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

- PC1.** Understanding cash flow (income vs. expenses) and their sources
- PC2.** Setting up and maintaining a salon budget.
- PC3.** Projecting income based on historical data and client trends.
- PC4.** Reading and interpreting P&L statements.

Understanding Pricing Strategy

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

- PC5.** Setting prices for services based on market research, competitor analysis, and overhead costs
- PC6.** Identifying areas where the salon can cut costs or improve profits.
- PC7.** Adjusting prices for peak seasons or promotions

Payroll Management

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

- PC8.** Understanding of staff salary, bonuses and commissions
- PC9.** Managing tax withholdings and ensuring proper documentation
- PC10.** Motivating staff with financial incentives and sales targets

Salon Inventory Management

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

- PC11.** Understanding of inventory software/tools for tracking product levels
- PC12.** Manual vs. automated inventory tracking
- PC13.** Understanding product shelf life and expiration dates
- PC14.** Understanding of stock audits and reporting
- PC15.** Managing product spoilage, wastage, or theft
- PC16.** Ordering consumables and retail products using company software or manually

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- PC17.** Managing orders and keeping track of delivery schedules
- PC18.** Developing long-term relationships with vendors for better pricing or exclusive deals
- PC19.** Tracking retail sales performance and identifying popular products

Financial Reporting & Analytics

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

- PC20.** tracking sales and performance through software that monitors daily, weekly, and monthly figures, identifying trends, seasonality, and client retention
- PC21.** using metrics like revenue per client, average service spend, retail sales as a percentage of total sales, and staff productivity/commission tracking to track salon performance
- PC22.** keeping track of both fixed costs, such as rent and software subscriptions, and variable costs like product supplies and wages, while actively seeking cost-cutting opportunities without sacrificing service quality
- PC23.** Ensuring enough working capital for daily operations and understanding how to manage cash reserves for emergencies or seasonal downturns.
- PC24.** Keeping proper records of all financial transactions, receipts, invoices, and contracts
- PC25.** Implementing inventory turnover strategies to avoid excess stock.
- PC26.** Preparing monthly or quarterly financial reports and sharing the same with finance team and management team
- PC27.** Implementing customer loyalty programs and tracking their financial impact

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of basic accounting principles, including how cash flow impacts a business. Understanding income sources such as sales of services and products, and expense categories like rent, payroll, and supplies. Ability to track and categorize both income and expenses to manage a salon's financial health.
- KU2.** Understanding the purpose and structure of a budget, including categorizing costs and revenue. Knowledge of how to adjust a budget based on financial performance and how to use tools such as spreadsheets or accounting software for budget tracking.
- KU3.** Understanding how to analyze historical financial data, such as past sales and customer visit trends, to forecast future income. Knowledge of how client preferences and seasonal trends can affect income projection.
- KU4.** Knowledge of how to read Profit & Loss statements, including understanding revenue, cost of goods sold, gross profit, operating expenses, and net profit. Ability to use P&L statements to evaluate the salons financial performance and make informed decisions.
- KU5.** Knowledge of pricing strategies, including how to analyze competitors' pricing and understand overhead costs (e.g., rent, utilities, employee wages) when setting service prices. Ability to balance competitiveness with profitability.
- KU6.** Knowledge of different types of inventory management software and tools. Understanding how to use technology to track stock levels, product movement, and automate reordering to ensure that inventory is always available without overstocking.

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- KU7.** Knowledge of the shelf life of products (both consumables and retail products) and how expiration dates impact sales and inventory management. Understanding how to manage expired products to avoid waste and maintain product quality
- KU8.** Knowledge of how to conduct stock audits, including physical counts and cross-checking with system records. Understanding how to report discrepancies and analyze the results of audits to make informed purchasing decisions.
- KU9.** Knowledge of how to build and maintain strong relationships with suppliers. Understanding the benefits of negotiating for better prices, payment terms, or exclusive deals that can reduce costs and increase profit margins.
- KU10.** Knowledge of cost classification, understanding the distinction between fixed and variable costs. Understanding how to control both types of costs without compromising service quality, and identifying areas where savings can be achieved.
- KU11.** Knowledge of the importance of record-keeping for financial transactions. Understanding how to organize and maintain accurate records for auditing purposes and legal compliance.
- KU12.** Knowledge of customer loyalty programs and how they contribute to retention and increased revenue. Understanding how to measure and analyze the financial impact of these programs.

Generic Skills (GS)

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

- GS1.** Understanding basic financial principles
- GS2.** Reading and interpreting financial data
- GS3.** Ability to analyze historical data, client trends, and sales performance to make informed decisions.
- GS4.** Ability to identify areas for improvement in operations and financial management, such as reducing waste, cutting costs, or improving profit margins
- GS5.** Ability to track stock, manage orders, and minimize spoilage, wastage, or theft
- GS6.** Familiarity with financial tracking software (e.g., accounting software, inventory management tools) for budget tracking, payroll, and sales data.
- GS7.** Competence in using spreadsheets to create and track budgets, forecasts, and performance reports.
- GS8.** Attention to detail in stock counts, shelf life, and order tracking to avoid errors.
- GS9.** Ability to implement and track loyalty programs, analyze customer behavior, and adjust services or promotions accordingly.
- GS10.** Ability to adapt pricing and services based on customer preferences and seasonal demands.

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Budgeting & Financial Planning</i> | 4 | 8 | - | - |
| PC1. Understanding cash flow (income vs. expenses) and their sources | 1 | 2 | - | - |
| PC2. Setting up and maintaining a salon budget. | 1 | 2 | - | - |
| PC3. Projecting income based on historical data and client trends. | 1 | 2 | - | - |
| PC4. Reading and interpreting P&L statements. | 1 | 2 | - | - |
| <i>Understanding Pricing Strategy</i> | 3 | 6 | - | - |
| PC5. Setting prices for services based on market research, competitor analysis, and overhead costs | 1 | 2 | - | - |
| PC6. Identifying areas where the salon can cut costs or improve profits. | 1 | 2 | - | - |
| PC7. Adjusting prices for peak seasons or promotions | 1 | 2 | - | - |
| <i>Payroll Management</i> | 3 | 7 | - | - |
| PC8. Understanding of staff salary, bonuses and commissions | 1 | 2 | - | - |
| PC9. Managing tax withholdings and ensuring proper documentation | 1 | 3 | - | - |
| PC10. Motivating staff with financial incentives and sales targets | 1 | 2 | - | - |
| <i>Salon Inventory Management</i> | 9 | 26 | - | - |
| PC11. Understanding of inventory software/tools for tracking product levels | 1 | 2 | - | - |
| PC12. Manual vs. automated inventory tracking | 1 | 3 | - | - |
| PC13. Understanding product shelf life and expiration dates | 1 | 3 | - | - |
| PC14. Understanding of stock audits and reporting | 1 | 3 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC15. Managing product spoilage, wastage, or theft | 1 | 3 | - | - |
| PC16. Ordering consumables and retail products using company software or manually | 1 | 3 | - | - |
| PC17. Managing orders and keeping track of delivery schedules | 1 | 3 | - | - |
| PC18. Developing long-term relationships with vendors for better pricing or exclusive deals | 1 | 3 | - | - |
| PC19. Tracking retail sales performance and identifying popular products | 1 | 3 | - | - |
| <i>Financial Reporting & Analytics</i> | 11 | 23 | - | - |
| PC20. tracking sales and performance through software that monitors daily, weekly, and monthly figures, identifying trends, seasonality, and client retention | 1 | 3 | - | - |
| PC21. using metrics like revenue per client, average service spend, retail sales as a percentage of total sales, and staff productivity/commission tracking to track salon performance | 1 | 3 | - | - |
| PC22. keeping track of both fixed costs, such as rent and software subscriptions, and variable costs like product supplies and wages, while actively seeking cost-cutting opportunities without sacrificing service quality | 2 | 3 | - | - |
| PC23. Ensuring enough working capital for daily operations and understanding how to manage cash reserves for emergencies or seasonal downturns. | 1 | 3 | - | - |
| PC24. Keeping proper records of all financial transactions, receipts, invoices, and contracts | 1 | 3 | - | - |
| PC25. Implementing inventory turnover strategies to avoid excess stock. | 2 | 3 | - | - |
| PC26. Preparing monthly or quarterly financial reports and sharing the same with finance team and management team | 2 | 3 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC27. Implementing customer loyalty programs and tracking their financial impact | 1 | 2 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N4020 |
| NOS Name | Handling Salon Finances & Inventory |
| Sector | Beauty & Wellness |
| Sub-Sector | |
| Occupation | Beauty Wellness Products Training, Sales Consultancy Services, Skincare Services, Haircare Services, Aesthetic Skin Services, Beauty Wellness Products Training, Sales Consultancy Services |
| NSQF Level | 5.5 |
| Credits | 4 |
| Version | 1.0 |
| Last Reviewed Date | 12/03/2026 |
| Next Review Date | 12/03/2029 |
| NSQC Clearance Date | 12/03/2026 |

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

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- 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

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- 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

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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 | 67 | - | - |
| 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 | 7 | - | - |
| 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 | 6 | - | - |
| PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements | 3 | 6 | - | - |
| PC4. clean and sterilize all tools and equipment before and after use | 3 | 6 | - | - |
| PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection | 3 | 6 | - | - |
| PC6. dispose waste materials in accordance to the industry accepted standards | 3 | 6 | - | - |
| PC7. maintain first aid kit and keep oneself updated on the first aid procedures | 3 | 6 | - | - |
| PC8. identify and document potential risks and hazards in the workplace | 3 | 6 | - | - |
| PC9. accurately maintain accident reports | 3 | 6 | - | - |
| PC10. report health and safety risks/ hazards to concerned personnel | 3 | 6 | - | - |
| PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions | 3 | 6 | - | - |
| NOS Total | 33 | 67 | - | - |

Qualification Pack

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 | 4.0 |
| Last Reviewed Date | 12/03/2026 |
| Next Review Date | 12/03/2029 |
| NSQC Clearance Date | 12/03/2026 |

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

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- 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

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- 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



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- 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>Appearance and Behavior</i> | 8 | 14 | - | - |
| PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc. | 2 | 4 | - | - |
| 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 | 4 | - | - |
| PC3. stay free from intoxicants while on duty | 2 | 2 | - | - |
| PC4. 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> | 10 | 18 | - | - |
| PC5. take appropriate and approved actions in line with instructions and guidelines | 2 | 3 | - | - |
| PC6. participate in workplace activities as a part of the larger team | 2 | 4 | - | - |
| PC7. report to supervisor immediately in case there are any work issues | 2 | 3 | - | - |
| PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender | 2 | 4 | - | - |
| 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 | 4 | - | - |
| <i>Communication and Information record</i> | 18 | 32 | - | - |

Qualification Pack

| 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 | 4 | - | - |
| PC11. communicate role related information to stakeholders in a polite manner and resolve queries, if any | 2 | 3 | - | - |
| PC12. assist and guide guests to services or products based on their needs | 2 | 4 | - | - |
| PC13. report and record instances of aggressive/ unruly behavior and seek assistance | 2 | 3 | - | - |
| PC14. use communication equipment (phone, email etc.) as mandated by the organization | 2 | 3 | - | - |
| 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 | 3 | - | - |
| PC16. maintain confidentiality of information, as required, in the role | 2 | 4 | - | - |
| PC17. communicate the internalization of gender & its concepts at work place | 2 | 4 | - | - |
| PC18. conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, etc. | 2 | 4 | - | - |
| NOS Total | 36 | 64 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | BWS/N9003 |
| NOS Name | Create a positive impression at the workplace |
| Sector | Beauty & Wellness |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 4.0 |
| Last Reviewed Date | 12/03/2026 |
| Next Review Date | 12/03/2029 |
| NSQC Clearance Date | 12/03/2026 |

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

Qualification Pack

Assessment Criteria

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

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 | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
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 criterion
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 Qualification Pack

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.

Qualification Pack

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 criterion
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 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/N4021.Roles & Responsibilities of a Centre Manager with the context of Industry know-how | 50 | 50 | - | - | 100 | 20 |
| BWS/N4019.Manage Salon Operations | 40 | 60 | - | - | 100 | 20 |
| BWS/N4020.Handling Salon Finances & Inventory | 30 | 70 | - | - | 100 | 20 |
| BWS/N9002.Maintain health and safety at the workplace | 33 | 67 | - | - | 100 | 20 |
| BWS/N9003.Create a positive impression at the workplace | 36 | 64 | - | - | 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 | 209 | 341 | - | - | 550 | 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

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| 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. |

Qualification Pack

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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. |