



Model Curriculum

QP Name: Center Manager (Salon and Wellness)

QP Code: BWS/Q4003

QP Version: 1.0

NSQF Level: 5.5

Model Curriculum Version: 1.0

Beauty & Wellness Sector Skill Council
Office no - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba Gandhi Marg,
Connaught Place, Delhi-110001



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Training Parameters

Sector	Beauty & Wellness
Sub-Sector	Product and Sales
Occupation	Beauty Wellness Products Training, Sales Consultancy Services
Country	India
NSQF Level7	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.9900
Minimum Educational Qualification and Experience	Completed 3rd year of UG with 6 months of experience in salon, or client/service management OR UG Diploma or equivalent with 2 years relevant experience in salon, beauty or wellness service operations OR 3-year Diploma after 10 th or equivalent with 3-year relevant experience in salon, beauty or wellness service operations OR 12 th 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 year of experience in salon management, operation handling & client relationship management
Pre-Requisite License or Training	NA
Minimum Job Entry Age	-
Last Reviewed On	12-03-2026
Next Review Date	12-03-2029
NSQC Approval Date	12-03-2026
QP Version	1.0
Model Curriculum Creation Date	12-03-2026
Model Curriculum Valid Up to Date	12-03-2029



Model Curriculum Version	1.0
Minimum Duration of the Course	540:00
Maximum Duration of the Course	540:00



Program Overview

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

Training Outcomes

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

- Explain the objectives of the program.
- List the career opportunities and projected growth as a centre manager (salon and wellness).
- Explain the roles & responsibilities of a centre manager (salon and wellness).
- Describe the scope for centre manager (salon and wellness).
- Develop strong interpersonal and communication skills to interact effectively with diverse clients.
- Practice active listening to accurately address and resolve client concerns.
- Supervise and ensure quality service delivery across various salon and wellness services.
- Guide staff on new techniques, technologies, and professional standards.
- Manage daily operations of the centre efficiently including staff scheduling, appointments, and client service flow.
- Develop and implement standard operating procedures (SOPs) for effective operations.
- Handle client inquiries with professionalism and patience, ensuring a positive and welcoming environment
- Learn to efficiently use salon management software to schedule, reschedule, and manage client appointments.
- Prioritize tasks and manage multiple appointments and inquiries in a fast-paced environment.
- Gain in-depth knowledge of the centre's services, products, and pricing.
- Enhance the ability to provide clients with relevant information about services and products, contributing to informed decision-making.
- Coordinate with vendors for timely procurement, quality check, and negotiation
- Monitor cash flow, track expenses, and generate financial reports.
- Ensure the implementation of health, safety, and hygiene protocols in the salon.
- Handle client complaints and feedback professionally to ensure client satisfaction.
- Foster a positive and respectful work culture within the team.
- Cultivate a professional and friendly demeanor to represent the salon's brand image.
- Learn the importance of client retention strategies to encourage repeat business and foster long-term relationships.
- Understand entrepreneurial skills including innovation, leadership, and business planning.



Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
BWS/N4021: Roles and responsibilities of a center manager with the context of industry know-how V1.0, NSQF Level 5.5	20:00	40:00	-	-	60:00
Module 1: Roles and responsibilities of a centre manager with the context of industry know-how	20:00	40:00	-	-	60:00
BWS/N4019: Manage Salon Operations V1.0, NSQF Level 5.5	50:00	100:00	-	-	150:00
Module 2: Manage Salon Operations	50:00	100:00	-	-	150:00
BWS/N4020: Handling Salon Finances & Inventory V1.0, NSQF Level 5.5	40:00	80:00	-	-	120:00
Module 3: Handling Salon Finances & Inventory	40:00	80:00	-	-	120:00
BWS/N9002: Maintain health and safety at the workplace V4.0, NSQF Level 3	10:00	20:00	-	-	30:00
Module 4: Maintain health and safety at the workplace	10:00	20:00	-	-	30:00
BWS/N9003: Create a positive impression at the workplace V4.0, NSQF Level 3	10:00	20:00	-	-	30:00
Module 5: Create a positive impression at the workplace.	10:00	20:00	-	-	30:00
DGT/VSQ/N0102 Employability Skills (60 hours) NOS Version No – 1 NSQF Level – 4	20:00	40:00	-	-	60:00



Module 6: DGT/VSQ/N0102 Employability Skills	20:00	40:00	-	-	60:00
Introduction to Employability Skills	01:00	02:00	-	-	03:00
Constitutional values - Citizenship	02:00	04:00	-	-	06:00
Becoming a Professional in the 21st Century	02:00	04:00	-	-	06:00
Basic English Skills	02:00	04:00	-	-	06:00
Career Development & Goal Setting	02:00	04:00	-	-	06:00
Communication Skills	02:00	04:00	-	-	06:00
Diversity & Inclusion	01:00	02:00	-	-	03:00
Financial and Legal Literacy	02:00	04:00	-	-	06:00
Essential Digital Skills	02:00	04:00	-	-	06:00
Entrepreneurship	02:00	04:00	-	-	06:00
Customer Service	01:00	02:00	-	-	03:00
Getting ready for apprenticeship & Jobs	01:00	02:00	-	-	03:00
Total Duration	150:00	300:00	-	-	450:00
Total Hours	150:00	300:00	90:00	-	540:00



Module Details

Module 1: Roles & Responsibilities of a Centre Manager with the context of Industry know-how

Mapped to: BWS/N4021, V1.0

Terminal Outcomes:

- Industry Awareness and Trends
- Business and Operational Knowledge

Duration: 20:00 Hrs	Duration: 40:00 Hrs
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the structure, trends, and opportunities in the beauty & wellness industry. • Discuss the role and responsibilities of a Centre Manager in salon and wellness centres. • Identify projected growth, career prospects, and the importance of managerial roles in the industry. • Study emerging trends and innovations (digital bookings, online consultations, eco-friendly salons, etc.). • Understand product and equipment knowledge aligned with industry standards and client preferences. • Discuss the use of technical knowledge in cost control—managing product usage, reducing wastage, and financial management of operations. • Learn about professional ethics, hygiene, and compliance standards in the industry. • Study basics of customer relationship management and staff supervision.	• Conduct daily opening & closing checks (equipment readiness, reception, service areas) • Prepare a sample duty chart considering staff strengths and service flow • Set up role-play scenarios where trainees act out specific tasks such as checking in clients, confirming service bookings, and addressing product-related inquiries professionally • Present a live demo of a new product to client or staff, explaining its benefits, and showcasing how it enhances the overall experience or service • Perform regular maintenance checks and usage audits to ensure quality control
Classroom Aids:	
Classroom Aids: Laptop/ Desktop, Projector, White Board, Marker	
Tools, Equipment and Other Requirements	



Module 2: Manage Salon Operations

Mapped to BWS/N4019, V1.0

Terminal Outcomes:

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

Duration: 50:00 Hrs	Duration: 100:00 Hrs
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the procedures for ensuring salon equipment is regularly maintained, cleaned, and kept in proper working condition • Discuss how to optimize the salon's scheduling system to ensure efficient client slot allocation and avoid overbooking • Describe the process of managing salon appointment systems to optimize schedules • Describe the key components of SOPs, including hygiene protocols, client care guidelines, and service delivery standards • Describe techniques for managing client concerns, ensuring they are addressed promptly and professionally to maintain high customer satisfaction • Identify strategies for managing beauty products and tools, ensuring timely restocking, and preventing shortages or overstocking • Discuss the importance of ensuring the salon team's work is completed on time and to the expected standards • Identify key elements to consider when providing constructive feedback and conducting performance appraisals for team members • Describe strategies for encouraging teamwork, maintaining open communication channels, and fostering a	• Demonstrate the coordination of front desk, service staff, and back-office tasks to ensure seamless salon operations. • Inspect and show how to monitor, clean, and maintain salon equipment regularly • Perform real-time salon appointment scheduling using booking systems and optimize service timings • Demonstrate implementation and monitoring of SOPs related to hygiene, client care, and services • Demonstrate how to track inventory levels, forecast restocking needs, and place orders efficiently • Show the process of conducting a performance review with constructive feedback techniques • Demonstrate methods to foster team morale, such as recognition systems or inclusive communication practices • Show techniques for resolving a mock customer complaint calmly and empathetically • Demonstrate how to collect and analyze client feedback using surveys or client interviews to refine services • Demonstrate strategies to build a positive work environment including regular meetings, team motivation, and open-door communication

supportive culture • Explain the steps to handle staff concerns or complaints in a timely and professional manner • Identify techniques to motivate staff to meet individual and collective targets, ensuring efficient service delivery • Identify the steps to address and resolve customer service issues professionally and effectively • Explain the importance of regularly collecting customer opinions through surveys or direct communication to improve services • Explain the importance of marketing collaboration to develop effective promotions	• Show how to document and address staff grievances with confidentiality and professionalism • Perform loyalty programs or promotional offers to encourage repeat business and customer offerings • Show how to implement and monitor salon marketing strategies using social media, advertisements and loyalty schemes
Classroom Aids	
Computer, Projector, White Board, Internet Connectivity.	
Tools, Equipment and Other Requirements	
Salon-setup	



Module 3: Handling Salon Finances & Inventory

Mapped to BWS/N4020, V1.0

Terminal Outcomes:

- Budgeting & financial planning
- Understanding pricing strategy
- Payroll management
- Salon inventory management
- Financial reporting & analytics

Duration: 40:00 Hrs	Duration: 80:00 Hrs
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the importance of financial literacy for salon managers in ensuring the long-term sustainability of salon operations • Describe the concept of cash flow, differentiating between income (services, product sales) and expenses (rent, salaries, product purchases) • Explain how to set up and maintain a salon budget, allocating funds to fixed and variable costs, and tracking deviations • Identifying methods for projecting income, such as analyzing past sales data, appointment trends, and market conditions • Explain how to read and interpret Profit and Loss (P&L) statements, including sections like gross revenue, cost of goods sold (COGS), net income, and operating expenses • Describe the role of market research and competitor analysis in determining service pricing • Explain the calculation of service costs, including overhead (utilities, labor), consumables used, and desired profit margins • List common pricing models: cost-plus pricing, value-based pricing, and competitive pricing • Identify opportunities to cut costs by reviewing supplier contracts, reducing wastage, or optimizing staff productivity • Describe the structure of salon payrolls including fixed salaries, commissions, and	• Demonstrate how to set up a salon budget using spreadsheet software (e.g., excel or google sheets) • Show how to calculate cash flow by listing all income streams (e.g., services, retail sales) and expenses (e.g., salaries, rent, utilities) • Perform income projections using historical sales data and seasonal trends • Demonstrate how to prepare a payroll sheet that includes salaries, bonuses, and commissions • Show how to apply basic tax withholdings and document payroll transactions for compliance • Practice how to resolve payroll discrepancies or disputes using employee records • Create and maintain vendor directories and negotiate mock pricing scenarios to practice relationship building for exclusive deals • Demonstrate how to track loyalty program data and analyze their return on investment (ROI) through reports and feedback metrics • Perform a sample stock audit: count inventory, reconcile with records, and generate an audit summary report • Show a plan to manage daily working capital, reserve funds, and emergency budgets for off-season business

performance bonuses • Explain the importance of managing payroll taxes and documentation for legal compliance and staff transparency • Describe the importance of understanding product shelf life and expiration dates to minimize wastage and ensure client safety • Explain the use of POS and salon management software to track daily, weekly, and monthly sales figures • Discuss the implementation and financial impact of customer loyalty programs, such as reward points or referral bonuses, and how to evaluate their return on investment (ROI)	• Demonstrate how to categorize and track fixed and variables costs, use this data to identify areas of potential cast savings • Show how to use break-even analysis to set profitable service prices • Demonstrate how to implement both methods in the salon, using automated systems for high-volume products and manual tracking for specialty items
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	



Module 4: Maintain health and safety at the workplace

Mapped to BWS/N9002, V4.0

Terminal Outcomes:

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

Duration: 10:00 Hrs	Duration: 20:00 Hrs
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- State the significance of personal protective equipment (PPE) & its efficient supply at work place; PPE such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. - Discuss the importance of maintaining basic hygiene at work place to avoid any kind of cross infection; basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands & taking bath at regular intervals, etc. - Explain the importance of maintaining first aid kit at work place - Identify and list potential risks and hazards in the workplace	- Demonstrate and state significance of maintaining posture and position to minimize fatigue and the risk of injury - Demonstrate the method of sterilizing equipment & tools before and after use - Prepare, maintain and report accident reports as per organizational policies
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
Tools, Equipment and Other Requirements	
Disposable gloves, masks, aprons, tissues, first-aid kit	



Module 5 Create a positive impression at the workplace

Mapped to BWS/N9003, V4.0

Terminal Outcomes:

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

Duration: 10:00 Hrs.	Duration: 20:00 Hrs.
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the importance of maintaining personal hygiene and grooming; such as sanitized hands, neatly tied and covered hair, clean nails, sanitized uniform while engaging with clients with no gender stereotyping, to ensure privacy, comfort and wellbeing of all the genders throughout the services, etc. • List the ways to manage client expectations; such as by identifying new techniques • State the importance of maintaining confidentiality of information while performing documentation of records • Conduct employee awareness program; such as internalization of gender, PwD sensitization on designing PwD friendly workplace	• Demonstrate confidence at the workplace by managing and identifying various business opportunities • Demonstrate the different formats of maintaining documentation of records • Demonstrate the process of client appointment scheduling; pre-bookings and maintaining the work area, equipment, product stocks to meet the schedule • Carry out different & effective ways of communication for clients; clients could be from different culture, religion, age, background, disability, gender; and communication such as email, phone etc. • Perform activities related to the financial literacy; such as saving money, opening bank accounts, linking Aadhaar card to bank account, using various e-commerce payment systems, etc.
Classroom Aids	
Computer, Projector, White Board/ Flip Chart, Marker and Duster,	
Tools, Equipment and Other Requirements	
Basic stationary, POS machine	



Module 6: DGT/VSQ/N0102 Employability Skills (60 hours)

Introduction to Employability

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: <1:00>	Duration: <2:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Outline the importance of Employability Skills for the current job market and future of work	- List different learning and employability related GOI and private portals and their usage - Research and prepare a note on different industries, trends, required skills and the available opportunities
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Constitutional values - Citizenship

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

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

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.	Practice different environmentally sustainable practices
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	



Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: <2:00>	Duration: <4:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Discuss 21st century skills required for employment	- Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life - Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Basic English Skills

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Practice basic English speaking.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Describe basic communication skills - Discuss ways to read and interpret text written in basic English	- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone - Read and understand text written in basic English - Write a short note/paragraph / letter/e - mail using correct basic English
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	



Career Development & Goal Setting

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Identify well-defined short- and long-term goals	Create a career development plan
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Communication Skills

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Practice basic communication skills.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Explain the importance of communication etiquette including active listening for effective communication	- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette - Write a brief note/paragraph on a familiar topic - Role play a situation on how to work collaboratively with others in a team
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	



Diversity & Inclusion

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Describe PwD and gender sensitisation.

Duration: <01:00>	Duration: <02:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Discuss the significance of reporting sexual harassment issues in time	Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Financial and Legal Literacy

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

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

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Discuss various financial institutions, products, and services - Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions - Discuss the legal rights, laws, and aids	- Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement - Calculate income and expenditure for budgeting
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	



Essential Digital Skills

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

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

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Describe the role of digital technology in day-to-day life and the workplace - Discuss the significance of displaying responsible online behavior while using various social media platforms	- Demonstrate how to operate digital devices and use the associated applications and features, safely and securely - Demonstrate how to connect devices securely to internet using different means - Follow the dos and don'ts of cyber security to protect against cyber crimes - Create an e-mail id and follow e-mail etiquette to exchange e-mails - Show how to create documents, spreadsheets and presentations using appropriate applications - Utilize virtual collaboration tools to work effectively
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Entrepreneurship

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <02:00>	Duration: <04:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Explain the types of entrepreneurship and enterprises - Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan - Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement	Create a sample business plan, for the selected business opportunity



Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Customer Service

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: <01:00>	Duration: <02:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Classify different types of customers - Discuss various tools used to collect customer feedback - Discuss the significance of maintaining hygiene and dressing appropriately	Demonstrate how to identify customer needs and respond to them in a professional manner
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Basic Stationary	

Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0102 V1.0

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: <01:00>	Duration: <02:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Discuss the significance of maintaining hygiene and dressing appropriately for an interview - List the steps for searching and registering for apprenticeship opportunities	- Draft a professional Curriculum Vitae (CV) - Use various offline and online job search sources to find and apply for jobs - Role play a mock interview
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	



Basic Stationary



Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Diploma/Certification in salon management/retail sales/soft skills	Experience in retail sales/salon management/soft skills	2	Skincare Services	1	NA	

Trainer Certification	
Domain Certification	Platform Certification
Certified to TOT for Job Role: “Center Manager (Salon and Wellness)” mapped to QP: “BWS/Q4003, v1.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2601, v2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate with Diploma/Certification in salon management/retail sales/soft skills	Experience in retail sales/salon management/soft skills.	3	Skincare Services	1	NA	

Assessor Certification	
Domain Certification	Platform Certification
Certified to TOA for Job Role: “Center Manager (Salon and Wellness)” mapped to QP: “BWS/Q4003, v1.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0”. The minimum accepted score is 80%.



Assessment Strategy

Assessment system Overview

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

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

Testing Environment

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

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

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

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

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

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

Assessment Quality Assurance framework

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

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



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

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

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

Methods of Validation

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

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

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

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

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

Assessment agency will be responsible to put details in SIP.

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

Method of assessment documentation and access

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

References

Glossary

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



Acronyms and Abbreviation

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