



Qualification Pack



Assistant Beauty Therapist

QP Code: BWS/Q0101

Version: 4.0

NSQF Level: 3

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BWS/Q0101: Assistant Beauty Therapist

Brief Job Description

An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services, mehendi application and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon.

Personal Attributes

An Assistant Beauty Therapist should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BWS/N0125: Perform simple makeup services](#)
2. [BWS/N0126: Provide simple hair dressing services to produce common hair dos](#)
3. [BWS/N9001: Prepare and maintain work area](#)



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Qualification Pack (QP) Parameters

Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5142.0101
Minimum Educational Qualification & Experience	8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 year of (NTC/ NAC) after 8th OR 8th Class with 1 Year of experience
Minimum Level of Education for Training in School	Ability to read and write
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years
Last Reviewed On	NA
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	4.0
Reference code on NQR	2022/BW/BWSSC/06575
NQR Version	1



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BWS/N0125: Perform simple makeup services

Description

Provide make-up for a simple routine occasions. This unit covers the application of vast range of make-up products to suit skin tones and age groups.

Scope

The scope covers the following :

- This unit/task covers the following:
 1. Prepare for make-up services
 2. Apply simple make-up procedures for routine purposes

Elements and Performance Criteria

Prepare for make-up services

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

1. adhere to the health and safety standards laid out by the manufacturer and organization
2. sanitize the hands prior to procedure commencement as per organisational approved process
3.
 - prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment
 - Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing
6. adjust the clients position to meet the needs of the service without causing them discomfort
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client
8.
 - identify basic skin types and skin tone correctly
 - Skin types: Oily, dry, normal and combination
 - Skin tone: Fair, dark, pink, yellow, pale
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences
10. select and prepare suitable skin care and make up products to meet the clients needs and workplan
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes

Apply simple make-up procedures for routine purposes

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

12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes



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13.
 - select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards
 - Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
17. dispose waste materials as per organisational standards in a safe and hygienic manner
18. record details of the procedure accurately as per organisational policy and approved practice
19. store information securely in line with the salons policies
20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client
21. ask questions to check with the client their satisfaction with the finished result
22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Drape costumes on customers

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

23.
 - handle the costume safely, avoiding any additional wrinkles or crumpling
 - Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc.
24. identify and highlight any damage to the costume to the customer on receiving the costume
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety requirements in the organization



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Generic Skills (GS)

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



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- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly
- GS2.** read common organizational signage in English accurately
- GS3.** read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4.** read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5.** write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6.** construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7.** write an accident or incident report accurately in English
- GS8.** fill in various applicable forms and formats at the workplace accurately
- GS9.** maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10.** listen and interpret correctly simple instructions in English
- GS11.** listen for and identify the main points of short explanations or presentations in English
- GS12.** listen to and follow short, straightforward explanations and instructions in English
- GS13.** introduce oneself and one's role to customers and visitors, in English and the local language
- GS14.** express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15.** give clear instructions to customers and/or coworkers as required
- GS16.** pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17.** speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18.** exchange information effectively to perform a task
- GS19.** give simple directions, instructions and explanations
- GS20.** ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21.** display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22.** use simple and compound sentences in conversations
- GS23.** avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24.** speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25.** listen and understand the local language in dealing with clients
- GS26.** decide on course of action by recalling organisational policy, procedures and service standards
- GS27.** make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28.** get information on limits of authority and permitted actions while making decisions on how to act in routine situations



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- GS29. get information on chain of command to be approached for decisions based on
- GS30. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31. keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32. organize tasks based on instructions from supervisor or manager in order to complete the mon time in order of stated priority
- GS33. organize service feedback files/documents
- GS34. plan and manage work routine based on salon procedure
- GS35. maintain the work area, equipment and product stocks to meet client schedules
- GS36. maintain accurate records of clients, services and product stock levels
- GS37. plan own development in line with feedback given from supervisor, coworkers and clients
- GS38. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39. minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40. respond promptly to customers in a manner that aims to exceed their expectation
- GS41. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42. build customer relationships using a customer centric approach
- GS43. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44. identify problems that hinder achievement or increase risks
- GS45. recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48. explain the importance of resolving problem in a timely manner
- GS49. explain the importance of accurate communications in problem resolution
- GS50. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51. seek guidance to define criteria and assign values of importance and urgency
- GS52. sort information in order of importance
- GS53. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56. identify relevant and reliable sources of information for seeking clarity where required



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- GS57.** explain the concept of assumptions and how they impact decisions, actions and consequences
- GS58.** identify situations and possible underlying intent where information provided by others maybe unreliable



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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for make-up services</i>	10	30	-	-
1. adhere to the health and safety standards laidout by the manufacturer and organization	-	-	-	-
2. sanitize the hands prior to procedure commencement as per organisational approvedprocess	-	-	-	-
3. <ul style="list-style-type: none"> prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment Prepare: Remove and store jewellery safely, secure hair, position correctly, cover clothing, etc 	-	-	-	-
4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	-	-	-	-
5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing	-	-	-	-
6. adjust the clients position to meet the needs of the service without causing them discomfort	-	-	-	-
7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	-	-	-	-
8. <ul style="list-style-type: none"> identify basic skin types and skin tone correctly Skin types: Oily, dry, normal and combination Skin tone: Fair, dark, pink, yellow, pale 	-	-	-	-
9. define a suitable beauty services plan to meet the clients needs based on skin types, constraints and client preferences	-	-	-	-
10. select and prepare suitable skin care and makeup products to meet the clients needs and work plan	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
11. use make-up removers, cleansers and toners to remove make-up Apply simple make-up procedures for routine purposes	-	-	-	-
<i>Apply simple make-up procedures for routine purposes</i>	10	25	-	-
12. clean, tone and moisturize the skin to suit the clients skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes	-	-	-	-
13. <ul style="list-style-type: none"> select and apply the correct make-up products to enhance facial features, to suit the clients needs and achieve the desired effect, applying correct techniques as per organisation standards Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lipliner and lip stick/gloss, etc. 	-	-	-	-
14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required	-	-	-	-
15. check the clients comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments asrequired	-	-	-	-
16. complete the procedure to the satisfaction of the client in a commercially acceptable time and asper organisational standards	-	-	-	-
17. dispose waste materials as per organisational standards in a safe and hygienic manner	-	-	-	-
18. record details of the procedure accurately asper organisational policy and approved practice	-	-	-	-
19. store information securely in line with thesalons policies	-	-	-	-
20. provide specific after-procedure, homecare advice and recommendations for product use andfurther beauty services to the client	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
21. ask questions to check with the client their satisfaction with the finished result	-	-	-	-
22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor Drape costumes on customers	-	-	-	-
<i>Drape costumes on customers</i>	8	17	-	-
23. <ul style="list-style-type: none"> handle the costume safely, avoiding any additional wrinkles or crumpling Costume: Saree, lehenga, mekhla, christian gown, dupatta, etc. 	-	-	-	-
24. identify and highlight any damage to the costume to the customer on receiving the costume	-	-	-	-
25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures	-	-	-	-
26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty	-	-	-	-
27. adjust costumes as per body type, customer preferences and following beauty therapists instructions	-	-	-	-
28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume	-	-	-	-
29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness	-	-	-	-
NOS Total	28	72	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0125
NOS Name	Perform simple makeup services
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services, Make-up Services
NSQF Level	3
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022



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BWS/N0126: Provide simple hair dressing services to produce common hair dos

Description

Perform styling and dressing by using a range of products, tools and equipment to create a variety of looks.

Scope

The scope covers the following:

- This unit/task covers the following:
- 1. Provide simple hair dressing services to produce common hair dos

Elements and Performance Criteria

Provide simple hair dressing services to produce common hair dos

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

1. • use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors
 - Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc.
2. ensure a guardian/parent is present for minors under age 14
3. position self and client to ensure privacy, comfort and safety, throughout the service
4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
5. perform back combing /back brushing technique as required
6. control and secure hair effectively into place, during dressing
7. • dress the hair to the satisfaction of the client producing simple hair dos
 - Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc.
8. • apply common hair accessories correctly
 - Accessories: eg. pins, false hair, parandas, clips, flowers, etc.
9. apply finishing product following manufacturers instructions to maintain the style
10. ensure the work area is kept clean and tidy during the service
11. promptly refer problems that cannot be solved to the relevant superior for action
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards
13. record details of the procedure accurately as per organisational policy and procedures
14. store information securely in line with the salons policies
15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client
16. dispose waste materials as per organisational standards in a safe and hygienic manner
17. ask questions to check with the client their satisfaction with the finished result



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18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations standards of performance and sequence of services
- KU2.** range of services and products offered by the organization
- KU3.** health and safety standards and requirements in the organization B.Technical Knowledge
- KU4.**
- environmental conditions required and expected for carrying out services and importance of maintaining these
 - Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5.** hair and scalp conditions and causes
- KU6.** contra indications for hair processes and relevant necessary action
- KU7.**
- hair structure and hair shaft
 - Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland
 - Shaft: Medulla, cortex, cuticle
- KU8.** planning the style according to the occasion
- KU9.**
- factors that influence services
 - Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl
- KU10.**
- various hair accessories
 - Accessories: Pins, clips, false hair, parandas, nets, veils, fresh flowers(gajra), etc.
- KU11.**
- various styles of dressing hair
 - Styles: Plait, twists, braids, knots, chignon, pleat, rolls, ringlets, smooth blow dry, curly blowdry, tonging, , straightening, , wet/dry setting, added hair
- KU12.** range and suitability of styling products, tools and equipment and the resultant effects of using these
- KU13.** range and application of finishing products
- KU14.** physical effects of styling on hair structure
- KU15.** procedure to be followed while attending to minors
- KU16.** customer service principles including privacy and protection to modesty of the customers
- KU17.** risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU18.** importance of keeping accurate records of services, clients and product usage (inventory)

Generic Skills (GS)

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

- GS1.** read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly



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- GS2. read common organizational signage in English accurately
- GS3. read simple emails, instructions, advertisements, brochures, manufacturers labels, forms, formats and other common documents accurately
- GS4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs
- GS5. write appointments, names, addresses, simple emails, messages, and applications in English accurately
- GS6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately
- GS7. write an accident or incident report accurately in English
- GS8. fill in various applicable forms and formats at the workplace accurately
- GS9. maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10. listen and interpret correctly simple instructions in English
- GS11. listen for and identify the main points of short explanations or presentations in English
- GS12. listen to and follow short, straightforward explanations and instructions in English
- GS13. introduce oneself and one's role to customers and visitors, in English and the local language
- GS14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15. give clear instructions to customers and/or coworkers as required
- GS16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18. exchange information effectively to perform a task
- GS19. give simple directions, instructions and explanations
- GS20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22. use simple and compound sentences in conversations
- GS23. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24. speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25. listen and understand the local language in dealing with clients
- GS26. decide on course of action by recalling organisational policy, procedures and service standards
- GS27. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28. get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29. get information on chain of command to be approached for decisions



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- GS30. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31. keep ones own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33. organize service feedback files/documents
- GS34. plan and manage work routine based on salon procedure
- GS35. maintain the work area, equipment and product stocks to meet client schedules
- GS36. maintain accurate records of clients, services and product stock levels
- GS37. plan own development in line with feedback given from supervisor, coworkers and clients
- GS38. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs
- GS39. minimize customer discomfort by taking permitted or directed actions in a timely manner
- GS40. respond promptly to customers in a manner that aims to exceed their expectation
- GS41. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction
- GS42. build customer relationships using a customer centric approach
- GS43. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations
- GS44. identify problems that hinder achievement or increase risks
- GS45. recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems
- GS46. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority
- GS47. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage
- GS48. explain the importance of resolving problem in a timely manner
- GS49. explain the importance of accurate communications in problem resolution
- GS50. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
- GS51. seek guidance to define criteria and assign values of importance and urgency
- GS52. sort information in order of importance
- GS53. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives
- GS54. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
- GS55. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers
- GS56. identify relevant and reliable sources of information for seeking clarity where required
- GS57. explain the concept of assumptions and how they impact decisions, actions and consequences



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GS58. identify situations and possible underlying intent where information provided by others maybe unreliable



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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide simple hair dressing services to produce common hair dos</i>	20	80	-	-
1. <ul style="list-style-type: none"> use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair including with guardians/parents for minors Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, etc. 	-	-	-	-
2. ensure a guardian/parent is present for minors under age 14	-	-	-	-
3. position self and client to ensure privacy, comfort and safety, throughout the service	-	-	-	-
4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	-	-	-	-
5. perform back combing /back brushing techniques required	-	-	-	-
6. control and secure hair effectively into place, during dressing	-	-	-	-
7. <ul style="list-style-type: none"> dress the hair to the satisfaction of the client producing simple hair dos Simple hair dos: Up-do's with rolls/twist/knots/braids, bun, braid, french roll, etc. 	-	-	-	-
8. <ul style="list-style-type: none"> apply common hair accessories correctly Accessories: eg. pins, false hair, parandas, clips, flowers, etc. 	-	-	-	-
9. apply finishing product following manufacturers instructions to maintain the style	-	-	-	-



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10. ensure the work area is kept clean and tidy during the service	-	-	-	-
11. promptly refer problems that cannot be solved to the relevant superior for action	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards	-	-	-	-
13. record details of the procedure accurately as per organisational policy and procedures	-	-	-	-
14. store information securely in line with the salons policies	-	-	-	-
15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client	-	-	-	-
16. dispose waste materials as per organisational standards in a safe and hygienic manner	-	-	-	-
17. ask questions to check with the client their satisfaction with the finished result	-	-	-	-
18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	-	-	-	-
NOS Total	20	80	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	BWS/N0126
NOS Name	Provide simple hair dressing services to produce common hair dos
Sector	Beauty & Wellness
Sub-Sector	Beauty and Salons
Occupation	Skincare Services, Haircare Services
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022



Qualification Pack

BWS/N9001: Prepare and maintain work area

Description

Prepare the equipment's/ tools/ products/machinery (if required any) and work area ahead of service/ session delivery to ensure the efficiency and effectiveness of conducting treatments/ sessions considering the standards of operation of the organization/ salon/ beauty clinic.

Scope

The scope covers the following :

- This unit/task covers the following:
- 1. Prepare and maintain work area

Elements and Performance Criteria

Prepare and maintain work area

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

- PC1.** ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugsto coworkers/ clientele, etc.
- PC2.** identify and select suitable equipment and products required for the respective services/session
- PC3.** set up the area for services/ session in adherence to the organizational/ beauty salon/centre's guidelines
- PC4.** place disposable towels, glasses for water, tea/ coffee and other items/ tools/ equipment's(applicable if any) in area convenient for efficient service/ session delivery
- PC5.** prepare sterilisation solution as per organizational/ salon standards using approved productsand as per manufacturers instructions
- PC6.** sterilize, disinfect the area as per organizational standards using recommended solutionsand conditions
- PC7.** dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.
- PC8.** identify ways to optimize usage of material including water in various tasks/activities/processes
- PC9.** check for spills/leakages occurred while providing services
- PC10.** identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin
- PC11.** store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.
- PC12.** ensure electrical equipment and appliances are switched off when not in use



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- PC13. store records, materials and equipment securely in line with the policies
- PC14. conduct awareness program (such as for Covid19) for the employees and display posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises
- PC15. set up and promote digital modes of payment to lessen any kind of cross infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizations standards of performance and sequence of services/ session
- KU2. range of services/ sessions and products offered by the organization
- KU3. health and safety requirements in the organization/ salon
- KU4. environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.
- KU5. types of products, materials and equipment required for the respective services/ sessions
- KU6. process and products to sterilize and disinfect equipment/tools
- KU7. manufacturers instructions related to equipment and product use and cleaning
- KU8. customer service principles including privacy and protection to modesty of the customers
- KU9. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon
- KU10. importance of keeping accurate records of services, clients and product usage (inventory)
- KU11. applicable legislation relating to the workplace Legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection

Generic Skills (GS)

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

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



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- GS9. maintain accurate records of client, services, operating and closing checklists, product stock status
- GS10. listen and interpret correctly simple instructions in English
- GS11. listen for and identify the main points of short explanations or presentations in English
- GS12. listen to and follow short, straightforward explanations and instructions in English
- GS13. introduce oneself and one's role to customers and visitors, in English and the local language
- GS14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English
- GS15. give clear instructions to customers and/or coworkers as required
- GS16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood
- GS17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics
- GS18. exchange information effectively to perform a task
- GS19. give simple directions, instructions and explanations
- GS20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose
- GS21. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks
- GS22. use simple and compound sentences in conversations
- GS23. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- GS24. speak in a manner and tone that is professional, supportive, respectful and sensitive
- GS25. listen and understand the local language in dealing with clients
- GS26. decide on course of action by recalling organisational policy, procedures and service standards
- GS27. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette
- GS28. get information on limits of authority and permitted actions while making decisions on how to act in routine situations
- GS29. get information on chain of command to be approached for decisions based on
- GS30. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up
- GS31. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use
- GS32. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority
- GS33. organize service feedback files/documents
- GS34. plan and manage work routine based on salon procedure
- GS35. maintain the work area, equipment and product stocks to meet client schedules
- GS36. maintain accurate records of clients, services and product stock levels
- GS37. plan own development in line with feedback given from supervisor, coworkers and clients



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



Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area</i>	26	74	-	-
PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.	-	-	-	-
PC2. identify and select suitable equipment and products required for the respective services/ session	-	-	-	-
PC3. set up the area for services/ session in adherence to the organizational/ beauty salon/centre's guidelines	-	-	-	-
PC4. place disposable towels, glasses for water, tea/coffee and other items/ tools/ equipment's (applicable if any) in area convenient for efficient service/ session delivery	-	-	-	-
PC5. prepare sterilisation solution as per organizational/ salon standards using approved products and as per manufacturers instructions	-	-	-	-
PC6. sterilize, disinfect the area as per organizational standards using recommended solutions and conditions	-	-	-	-
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as disposable linen, disposable head bands, disposable gowns, disposable apron, disposable face mask, disposable gloves, etc.	-	-	-	-
PC8. identify ways to optimize usage of material including water in various tasks/activities/processes	-	-	-	-
PC9. check for spills/leakages occurred while providing services	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin	-	-	-	-
PC11. store the unused disposable material properly in a dedicated area; material such as disposable masks, gloves, etc.	-	-	-	-
PC12. ensure electrical equipment and appliances are switched off when not in use	-	-	-	-
PC13. store records, materials and equipment securely in line with the policies	-	-	-	-
PC14. conduct awareness program (such as for Covid19) for the employees and display posters/signage's promoting regular hand-washing and respiratory hygiene in the premises	-	-	-	-
PC15. set up and promote digital modes of payment to lessen any kind of cross infection	-	-	-	-
NOS Total	26	74	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BWS/N9001
NOS Name	Prepare and maintain work area
Sector	Beauty & Wellness
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2028
NSQC Clearance Date	31/08/2023



Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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



Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(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/N0125.Perform simple makeup services	28	72	-	-	100	40
BWS/N0126.Provide simple hair dressing services to produce common hair dos	20	80	-	-	100	30
BWS/N9001.Prepare and maintain work area	26	74	-	-	100	30
Total	74	226	-	-	300	100



Qualification Pack

Acronyms

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



Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 incumbents should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.



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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization 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.