



## QUALIFICATION FILE

Hair Dresser and Stylist

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross Sectoral (CS)  Future Skills  OEM

NCrF/NSQF Level: **NSQF Level 4**

Submitted By:

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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## Section 1: Basic Details

1.	Qualification Name	Hair Dresser and Stylist																
2.	Sector/s	Beauty & Wellness Sector Skill Council																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved) 2022/BW/BWSSC/06579, v3.0	Qualification Name of existing/previous version: Hair Dresser and Stylist, V3.0															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	2022/BW/BWSSC/06579, v3.0	6. NCrf/NSQF Level: <i>NSQF Level 4</i>															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	A hair dresser & stylist is a professionally trained individual who specialises in haircare treatments. A hair dresser & stylist performs various duties such as shampooing, trimming, cutting, blow drying, colouring and treatment for hair damage and repair. A hair dresser & stylist needs to understand the intricacies of cutting and styling hair, while also knowing how to keep hair healthy.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p style="text-align: center;"><b>a. Entry Qualification &amp; Relevant Experience:</b></p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10th grade pass plus 1-year NTC/NAC</td> <td></td> </tr> <tr> <td>2</td> <td>10th grade pass and pursuing continuous schooling</td> <td></td> </tr> <tr> <td>3</td> <td>10th Class</td> <td>2 years</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level (with minimum education as 5th Grade pass)</td> <td>2 years</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	10th grade pass plus 1-year NTC/NAC		2	10th grade pass and pursuing continuous schooling		3	10th Class	2 years	4.	Previous relevant Qualification of NSQF Level (with minimum education as 5th Grade pass)	2 years
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		<b>b. Age:</b> 16 years																						
<b>10.</b>	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	17	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): <b>II</b>																					
<b>12.</b>	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA																						
<b>13.</b>	<b>Training Duration by Modes of Training Delivery</b> (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended																						
		<table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>154</td> <td>296</td> <td>60</td> <td></td> <td>510</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	154	296	60		510	Online					
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Classroom (offline)	154	296	60		510																			
Online																								
		(Refer Blended Learning Annexure for details)																						
<b>14.</b>	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)																							
<b>15.</b>	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	Senior Hair Dresser & Stylist, Hair Advisor, Senior Cosmetologist																						
<b>16.</b>	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Will be translated in Hindi																						
<b>17.</b>	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																						
<b>18.</b>	<b>Is the Job Role Amenable to Persons with Disability</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Deaf																						
<b>19.</b>	<b>How Participation of Women will be Encouraged</b>	In the various job roles of beauty and wellness industry, women participation is 65%. This job role falls in to the same category and thus promote women's participation.																						
<b>20.</b>	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
<b>21.</b>	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						

22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name: Ms. Monica Behl</b> <b>Position in the organization : CEO</b> <b>Address: Beauty and Wellness Sector Skill Council (BWSSC)</b> <b>Office no. - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba Gandhi Marg, Connaught Place, Delhi-110001E-mail address: info@dwsscindia.com</b>	
23.	<b>Final Approval Date by NSQC: 17/11/2022</b>	<b>24. Validity Duration: 3 years</b>	<b>25. Next Review Date : 17/11/2025</b>

## Section 2: Module Summary

### NOS/s of Qualifications

(In exceptional cases these could be described as components)

#### Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

*Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project*

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Prepare and maintain work area	BWS/N9001 v.4.0	Non-core	3	1	10	20			30	30	70			100	5
2.	Perform Blow drying of hair	BWS/N0101 V4.0	Core	3	1	10	20			30	27	73			100	5
3.	Shampoo, condition the hair and scalp	BWS/N0202 v4.0	Core	3	1	10	20			30	27	73			100	5
4.	Perform Indian Head Massage and Hair Spa Services	BWS/N020, V6.0	Core	3	1	10	20			30	27	73			100	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
5.	Cut hair	BWS/N0207 V4.0	Core	3	2	20	40			60	27	73			100	10
6.	Perform hair styling and dressing	BWS/N0208 V4.0	Core	3	1	10	20			30	27	73			100	10
7.	Colour and lighten hair	BWS/N0209 V4.0	Core	4	1	10	20			30	27	73			100	15
8.	Perm and neutralize hair	BWS/N0210 v4.0	Core	4	1	10	20			30	28	72			100	10
9.	Perform hair relaxing and straightening services	BWS/N0211 V4.0	Core	4	1	10	20			30	26	74			100	10
10.	Maintain health and safety at the workplace	BWS/N9002 V4.0	Non-core	4	1	10	20			30	33	67			100	5
11.	Create a positive impression at the workplace	BWS/N9003 v4.0	Non-core	4	1	10	20			30	36	64			100	5
12.	Employability Skills	DGT/VSQ/N0102 (v1.0)	Non-Core	4	2	24	36			60	20	30			50	10
<b>Duration (in Hours) / Total Marks</b>					14	144	276	60		480	229	521			1150	100

## Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	: Provide shaving services	BWS/N023 1,v3.0	core	4	1	10	20			30	25	75				10
<b>Duration (in Hours) / Total Marks</b>						10	20			30	25	75				

## Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

**Minimum Pass Percentage – Aggregate at qualification level:** 70% (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise:** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

## Section 3: Training Related

1.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	12th pass with Advance Diploma and specialization in Hair Dressing & Styling or certified in relevant CITS course with 3 years of experience.
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	Graduate with 5 years experience in Hair Dressing & Styling (min 2 years as a trainer)
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	

## Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	Graduate with specialization and Advance Diploma in Hair Dressing & Styling or certified in relevant CITS course with 4 years of experience.
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
4.	<b>Assessment Mode</b> (Specify the assessment mode)	<b>Offline</b>
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> yes
2.	<p><b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b></p> <p>The skill gap study on hairdressers and stylists in India highlights significant disparities between current skills and industry demands. While basic skills like cutting and coloring are common, many lack advanced techniques and soft skills such as customer service. The absence of standardized training and certification further complicates the issue. Bridging this gap requires comprehensive vocational programs, partnerships with salons for internships, and ongoing professional development to keep pace with evolving trends. Addressing these challenges will enhance service quality and support the beauty sector's growth.</p> <p>The SSC would submit details of the employment generated (where applicable) .</p>
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Estimated nos. of persons to be trained and employed:</b> 500/year
5.	<p><b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b></p> <p>If "No", why: Yes</p> <p>No, we do not have a Line Ministry</p>

## Section 6: Annexure & Supporting Documents Check List

*Specify Annexure Name / Supporting document file name*

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Annexure 1</i>
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	<b>Annexure:</b> Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	<b>Annexure:</b> Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	<b>Annexure:</b> Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Annexure 5</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Yes</i>
7.	<b>Annexure:</b> Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	<b>Supporting Document:</b> Model Curriculum <i>(Mandatory – Public view)</i>	<i>Model Curriculum</i>
9.	<b>Supporting Document:</b> Career Progression <i>(Mandatory - Public view)</i>	<i>Career Progression and Occupational Map</i>
10.	<b>Supporting Document:</b> Occupational Map <i>(Mandatory)</i>	
11.	<b>Supporting Document:</b> Assessment SOP <i>(Mandatory)</i>	<i>Annexure 9</i>
12.	<b>Any other document you wish to submit:</b>	

## Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	<p><b><u>Work in familiar, predictable, routine, situation of clear choice:</u></b></p> <ul style="list-style-type: none"> <li>• identify and select suitable equipment and products required for the respective services</li> <li>• perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</li> <li>• perform various blow-drying techniques to achieve the desired look</li> <li>• ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures</li> <li>• select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet client's needs and service plan</li> <li>• carry out the procedure using methods that minimise risk of cross infection identify contra-indications if any that restrict the services or products sought by the customer</li> <li>• apply suitable pressure on the marma pressure points as per requirement taking care of client comfort</li> <li>• select styling products, tools and equipment</li> </ul>	<p>Hair Dresser &amp; Stylist works in familiar, predictable, routine, situation of clear choice like identifying and selecting suitable equipment and products required for the respective services; perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client; perform various blow drying techniques to achieve the desired look; ask relevant questions to consult with the client to identify the condition of the hair and scalp; provide suitable services and apply relevant procedures; select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet client's needs and service plan; carry out the procedure using methods that minimise risk of cross infection; identify contra- indications if any that restrict the services or products sought by the customer; apply suitable pressure on the marma pressure points as per</p>	4

	<p>based on the results of client consultation and hair analysis</p> <ul style="list-style-type: none"> <li>• select the correct cutting tool to achieve the desired look</li> <li>• perform various sectioning techniques to carry out the desired haircut</li> <li>• achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly</li> </ul>	<p>requirement taking care of client comfort; select styling products, tools and equipment based on the results of client consultation and hair analysis; select the correct cutting tool to achieve the desired look; perform various sectioning techniques to carry out the desired haircut; and achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly</p> <p>Hence NSQF Level is 4</p>	
<p><b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Factual knowledge of field.</li> <li>• applicable legislation relating to the workplace</li> <li>• environmental conditions required and expected for carrying out services</li> <li>• factor impacting clients' comfort throughout the drying process</li> <li>• basic anatomical structure of the hair and principles of hair growth</li> <li>• structure of the hair and basic principles of hair growth</li> <li>• classification of hair blow-drying tools and equipment</li> <li>• blow drying technique and products</li> <li>• contra-indications and respective necessary action</li> </ul>	<p>Knowledge of facts, principles, processes and general concepts, in a field of work or study.</p>	<p>4</p>

	<ul style="list-style-type: none"> <li>• action of shampoo and water to cleanse hair</li> <li>• safety considerations for shampooing and conditioning of hair</li> <li>• tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures</li> <li>• hair and scalp conditions, causes and contra-indications to head/scalp massage</li> <li>• hair spa and massage techniques and equipment</li> <li>• massage techniques, equipment, massage mediums</li> <li>• consequences of using incorrect products</li> </ul> <p><b><u>Principles, processes and general concepts, in a field of work or study</u></b></p> <ul style="list-style-type: none"> <li>• foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation</li> <li>• how their hair characteristics may impact on the hairdressing services</li> <li>• correct application of blow drying</li> <li>• importance of direction of air flow when drying for achieving desired look</li> <li>• effect of incorrect application of heat on the hair and scalp</li> <li>• method of managing and controlling hair sections during the drying process</li> <li>• importance of cooling hair prior to finishing</li> <li>• effect of the humidity and drying process on the</li> </ul>		
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	<p>hair</p> <ul style="list-style-type: none"> <li>• difference between disinfecting and sterilising</li> <li>• importance of using products economically and storing products correctly to minimize wastage</li> <li>• customer service principles including privacy and protection to modesty of the customers</li> <li>• importance of using products economically and as per manufacturer's instructions</li> </ul>		
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<p>Most of the work involves recall and demonstration of practical skill, is routine and repetitive and in a narrow range of application. The incumbent also uses appropriate rule and tool and quality concepts to complete their work</p>	<p>This is level 4 as it requires principles and general concepts. A range of cognitive and practical skills are required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.</p>	4
<b>Broad Learning Outcomes/Core Skill</b>	<ul style="list-style-type: none"> <li>• The educator needs language to communicate written or oral, with required clarity, to interact with clients, community, various departments, supervisors, personnel and teams, confirm requirements and communicate the same for shared understanding. Also prepare a range of routine documentation.</li> </ul>	<p>Able to use language to communicate written or oral, with required clarity; understanding of social and political and services with reference to the organization; keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets; communicate and maintain processes, techniques, records, policies</p>	4

		and procedures; discuss task lists, schedules; question customers/ clients appropriately in order to understand the nature of the problem.	
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment</li> <li>• set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines</li> <li>• prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions</li> <li>• prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards</li> <li>• perform and adapt the services using materials, equipment and techniques correctly and safely to meet the needs of the client as per professional and organisational standards</li> <li>• complete the service to the satisfaction of the client in a commercially acceptable time, as per organisation standards and</li> </ul>	Responsibility for own work and learning, so its level 4	4

	client expectations		
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### Annexure 2: Tools and Equipment (Lab Set-Up)

#### *List of Tools and Equipment*

**Batch Size: 30**

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Projector	Nos.	2
2.	Flip chart	Nos.	3
3.	White board	No.	2
4.	Safety gears	Pack	1
5.	Sanitizer	Liter	1

6.	First Aid Box	Nos.	1
7.	Hair thinning Scissors	Nos	1
8.	Hair cutting scissor	Nos	3
9.	Round Brush Set	Nos	3
10.	Scalp Analyzer	Nos	2
11.	Shampoo Station	Nos	1
12.	Hi Frequency	Nos	3
13.	Scalp Steamer	Nos	2
14.	Hair Trolley	Nos	1
15.	Cutting Chair Hydraulic Reclining	Nos	100
16.	Straightening Iron	Nos	1
17.	Hair Brush Steriliser	Nos	2
18.	Curling Tong	Nos	3
19.	Hot Rollers	Nos	3
20.	Clipper	Nos	25

21	Section Clips	Nos	3
22	Hot Cabinet	Nos	3
23	Crimping Machine	Nos	3
24	Hair Dryer	Nos	2
25	Paddle Brush	Nos	3
26	Dummies	Nos	2
27	De Tangal Comb	Nos	1
28	Different Comb set	Nos	1
29	Work Station with Mirror	Nos	1

## Annexure 3: Training &amp; Employment Details

## Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2022	500	350	325	210	NA	NA
2023	1000	700	650	420		
2024	1500	1050	975	630		

Data to be provided year-wise for next 3 years

**Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA**

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
NA		NA											

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

**List Schemes in which the previous version of Qualification was implemented: NA**

- 1.
- 2.

**Content availability for previous versions of qualifications: NA**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available: NA**

## Annexure 4: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
	NA	NA	NA

## Annexure 5: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
BWS/N9001: <i>Prepare and maintain work area</i>	<i>Prepare and maintain work area</i>	30	70		
	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 & odor 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 (if applicable) and products required for the respective sessions/services				
	PC3. set up the area for session/services in adherence to the organizational guidelines				
	PC4. place disposable sheet on a sanitized trolley and organize the products in it or in area convenient and efficient for service delivery and place disposable towels, glasses for water, tea/ coffee in area convenient				

PC5. prepare sterilization solution as per organizational standards using approved products and as per manufacturer's instructions				
PC6. sterilize, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions				
PC7. dispose waste materials in adherence to the industry requirements; waste materials such as cotton, 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. discard the unused open single use packed products properly in a closed bin				
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				
<b>Total</b>	<b>30</b>	<b>70</b>		

BWS/N0202 Shampoo, condition the hair and scalp	<i>Shampoo, condition the hair and scalp - Prepare self and client</i>	7	16		
	1. adhere to the health and safety standards laid out by the manufacturer and salon				
	2. position self and client throughout service to ensure privacy, comfort and safety				
	3. prepare yourself, the client and work area for shampoo and conditioning services (Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. Work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.)				
	4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures				
	5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service				
	6. select and prepare products, tools and equipment that are suitable for the clients hair and scalp condition, that meet clients' needs and service plan; service plan such as colour product removal, bleach product removal etc.				
	<i>Shampoo, and condition the hair</i>	20	57		
	7. carry out the procedure using methods that minimise risk of cross infection				
	8. apply shampoo using rotary massage technique				
9. carry out and adapt massage techniques to suit the client needs and to perform the service plan					
10. check the water temperature and flow to meet the needs of the service procedure and client comfort					

	<b>11.</b> leave the hair clean and free of products, dirt, and grease after the shampoo .				
	<b>12.</b> perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process				
	<b>13.</b> complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service				
	<b>14.</b> detangle hair without causing damage to hair or scalp using a tooth comb				
	<b>15.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	<b>16.</b> perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client				
	<b>17.</b> promptly refer problems that cannot be solved to the relevant superior for action				
	<b>18.</b> complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs				
	<b>19.</b> ensure the work area is kept clean and tidy during the service				
	<b>20.</b> dispose waste materials as per organisational standards in a safe and hygienic manner				
	<b>21.</b> record the service details accurately as per salon policy and procedures				
	<b>22.</b> store information securely in line with the salons policies and procedures				
	<b>23.</b> provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions				

	and salon standards				
	<b>24.</b> ask questions to check with the client their satisfaction with the finished result				
	<b>25.</b> 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				
	<b>26.</b> minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions				
	<b>14.</b> detangle hair without causing damage to hair or scalp using a tooth comb				
	<b>Total Marks</b>	<b>27</b>	<b>73</b>		
	<i>Use a hair dryer to blow dry hair</i>	27	73		
	<b>1.</b> adhere to the health and safety standards laid out by the manufacturer and salon				
	<b>2.</b> position self and client throughout treatment to ensure comfort and wellbeing throughout the service				
	<b>3.</b> ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors				

BWS/N0205 Perform Blow drying of hair	4. ensure a guardian/parent is present for minors under age 14				
	5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client				
	6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair				
	7. perform various blow-drying techniques to achieve the desired look Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blow-stretching or straightening				
	8. blow dry hair to achieve volume, straightening and movement				
	9. follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look static,etc.				
	10. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards				
	12. ensure the work area is kept clean and tidy during the service				
	13. dispose waste materials as per organisational standards in a safe and hygienic manner				
	14. use work methods to minimise wastage				
	15. record details of the procedure accurately as per organisational policy and approved practice				
	16. store information securely in line with the salons				

BWS/N0206 Perform Indian Head Massage and Hair Spa Services	policies				
	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				
	19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Knowledge				
	<b>NOS Total</b>	<b>27</b>	<b>73</b>		
	<i>Prepare self and client for Indian Head Massage</i>	11.5	30.5		
	1. adhere to the health and safety standards laid out by the manufacturer and salon				
	2. position self and client throughout treatment to ensure privacy, comfort and safety				
	3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc				
	4. ensure a guardian/parent is present for minors under age 14				
	5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors				
	6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service				
	7. identify contra-indications if any that restrict the				

	services or products sought by the customer				
	<b>8.</b> explain politely to the customer why service is denied or modified in case done so for contra- indications				
	<b>9.</b> select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and service plan				
	<b>10.</b> perform a pre-shampoo or other preliminary procedures in accordance with the required service				
	<i>Perform Indian head massage and hair spa services</i>	15.5	42.5		
	<b>11.</b> select a suitable medium and perform hair spa and the scalp massage Medium: Oil, cream, gel				
	<b>12.</b> perform various massage techniques to complete the service as required Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction				
	<b>13.</b> apply suitable pressure on the marma pressure points as per requirement taking care of client comfort				
	<b>14.</b> perform post conditioning services or procedures in accordance with the requirements of products, scalp, hair structure, and type				
	<b>15.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	<b>16.</b> perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client				
	<b>17.</b> promptly refer problems that cannot be solved to the relevant superior for action				
	<b>18.</b> complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards				
	<b>19.</b> record details of the service accurately as per organisational policy and procedures				
	<b>20.</b> store information securely in line with the salons				

	policies				
	21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	22. minimize the wastage of products and store chemicals and equipment securely post service				
	23. dispose all waste safely according to the salons standards of hygiene and safety				
	24. address hair concerns by identifying appropriate remedial action Action: Head mask, spa, serum application, etc				
	<b>NOS Total</b>	27	73		
	<i>Prepare self and client for Hair Cut</i>	6	17		
	1. adhere to the health and safety standards laid out by the manufacturer and salon				
BWS/N0207 Cut Hair	2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service				
	3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.				
	4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors				
	5. ensure a guardian/parent is present for minors under age 14				
	6. ask relevant and effective questions to clarify the				

	client's understanding and expectation prior to commencement of service; such as illustrating haircut Plans				
	7. select styling products, tools and equipment based on the results of client consultation and hair analysis				
	<i>Carry out haircuts</i>	21	56		
	8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting				
	9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results				
	10. select the technique or procedure most suitable to the client's hair and to achieve the desired look				
	11. follow established guidelines related to the selected procedure to accurately achieve the required look				
	12. select the correct cutting tool to achieve the desired look				
	13. perform various sectioning techniques to carry out the desired haircut techniques: Ear to ear, horseshoe, horizontal sections, diagonal back, diagonal forward, vertical, pivoting				
	14. perform various cutting techniques and texturising technique while carrying out the service Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning				
	15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly				
	16. ensure the work area is kept clean and tidy during the service				
	17. use work methods to minimise wastage				
	18. check the client's comfort and wellbeing throughout				

	the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	<b>19.</b> perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client				
	<b>20.</b> promptly refer problems that cannot be solved to the relevant superior for action				
	<b>21.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards				
	<b>22.</b> record details of the procedure accurately as per organisation policy and procedures				
	<b>23.</b> store information securely in line with the salons policies				
	<b>24.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	<b>25.</b> ask questions to check with the client their satisfaction with the finished result				
	<b>26.</b> 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				
	<b>NOS Total</b>	<b>27</b>	<b>73</b>		
	<i>Perform hair styling and dressing</i>	27	73		
	<b>1.</b> use suitable consultation techniques to identify the clients wishes for the desired look before dressing the hair, including with parents or guardians for minors Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations				
	<b>2.</b> ensure a guardian/parent is present for minors under				

BWS/N0208 Perform Hair Styling and Dressing	age 14				
	3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results				
	4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look				
	5. perform back combing/backbrushing technique as required				
	6. control and secure hair effectively into place, during dressing				
	7. dress the hair to the satisfaction of the client				
	8. position self and client to ensure privacy, comfort and safety, throughout the service				
	9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client				
	10. apply finishing product following manufacturer's instructions to maintain the style				
	11. ensure the finished style takes into account the critical influencing factors (Influencing factors: length, density, condition of hair, etc.)				
	12. ask questions to check with the client their satisfaction with the finished result				
	13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage				
	14. use work methods to minimise wastage				
	15. dispose waste materials as per organisational standards in a safe and hygienic manner				
	16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards				

	17. record details of the procedure accurately as per organisational policy and procedures				
	18. store information securely in line with the salons policies				
	19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	<b>NOS Total</b>	<b>27</b>	<b>73</b>		
BWS/N0209 Colour and lighten hair	<i>Perform a variety of coloring techniques such as full head, re-growth and highlighting and/or low-lighting</i>	27	73		
	1. adhere to the health and safety standards laid out by the manufacturer and salon				
	2. consult the client by questioning to identify contra-indications to hair color products				
	3. prepare yourself, the client and work area for hair colouring and lightening services where required Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.				
	4. position self and client to ensure privacy, comfort and safety, throughout the service				
	5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests				

	conducted, which will best achieve desired results safely				
	<b>6.</b> ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service				
	<b>7.</b> mix the colours accurately as per manufacturer instructions				
	<b>8.</b> apply colours in sections neatly, taking into account various influencing factors Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.				
	<b>9.</b> promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist for action				
	<b>10.</b> apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas				
	<b>11.</b> monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development				
	<b>12.</b> remove the colour products thoroughly from the hair and leave the hair free of any colouring products				
	<b>16.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards				

	17. record details of the procedure accurately as per organisation standards				
	18. store information securely in line with the salons policies				
	19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client				
	20. ensure the work area is kept clean and tidy during the service				
	21. use work methods to minimise wastage				
	22. dispose waste materials as per organisational standards in a safe and hygienic manner				
	23. ask questions to check with the client their satisfaction with the finished result				
	24. 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				
	<b>Total</b>	<b>23</b>	<b>73</b>		
BWS/N0210 Perm and neutralise hair	<i>Create a variety of looks using basic perming techniques</i>	28	72		

	<b>1.</b> adhere to the health and safety standards laid out by the manufacturer and salon				
	<b>2.</b> consult the client by questioning to identify contra-indications to hair and haircare products				
	<b>3.</b> prepare yourself, the client and work area for perming and neutralising services where required (Yourself: Sanitize the hands prior to service commencement  Client: Provide suitable protective apparel, remove jewellery, etc. Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)				
	<b>4.</b> position self and client to ensure privacy, comfort and safety, throughout the service				
	<b>5.</b> use suitable consultation techniques to identify the clients wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors (Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations)				
	<b>6.</b> ensure a guardian or parent is present while providing service to minors				
	<b>7.</b> identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results (Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, pH test)				
	<b>8.</b> select products, tools and equipment based on the results of client consultation, hair analysis and tests				

	conducted, which will best achieve desired results safely				
	<b>9.</b> use a perm curler and relevant winding techniques effectively and safely to carry out perming (Winding Techniques: Spiral perm, ladder perm, body wave perm, soft perm)				
	<b>10.</b> combine and adapt perming and sectioning techniques to achieve desired perm effect (Sectioning techniques: Brick, nine sections, directional, piggy back)				
	<b>11.</b> monitor accurately the development of perming process as required and take a development test curl as required				
	<b>12.</b> stop the perm development and neutralize the hair when the required degree of the curl is established				
	<b>13.</b> leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques				
	<b>14.</b> apply a suitable post-perm conditioner or procedure to the hair following manufacturer's instructions				
	<b>15.</b> promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist for action				
	<b>16.</b> ensure the work area is kept clean and tidy during the service				
	<b>17.</b> use work methods to minimise wastage				

	<b>18.</b> dispose waste materials as per organisational standards in a safe and hygienic manner				
	<b>19.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	<b>20.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards				
	<b>21.</b> record details of the procedure accurately as per organisational policy and procedures				
	<b>22.</b> store information securely in line with the salons policies				
	<b>23.</b> provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	<b>24.</b> ask questions to check with the client their satisfaction with the finished result				
	<b>25.</b> 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				
	<b>NOS Total</b>	<b>28</b>	<b>72</b>		
BWS/N0211 Perform	<i>Perform hair relaxing and straightening services</i>	17.5	58.5		

hair relaxing and straightening services	<b>1.</b> adhere to the health and safety standards laid out by the manufacturer and salon				
	<b>2.</b> prepare yourself, the client and work area for the relaxing and straightening services (Yourself: Sanitize the hands prior to service commencement Client: Provide suitable protective apparel, remove jewellery, etc. Workarea: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.)				
	<b>3.</b> position self and client to ensure privacy, comfort and safety, throughout the service				
	<b>4.</b> ensure a guardian/parent is present for minors under age 14				
	<b>5.</b> identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results (Test: Elasticity, porosity, incompatibility, strand)				
	<b>6.</b> select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely				
	<b>7.</b> apply pre relaxing products to protect the scalp and even out the porosity of the hair				

	<b>8.</b> carry out relaxing services using relevant application techniques (Techniques: Top, top and bottom, hand)				
	<b>9.</b> monitor accurately the development of relaxing process				
	<b>10.</b> promptly refer problems that cannot be solved to the relevant person/ senior Hair Dresser & Stylist for Action				
	<b>11.</b> check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	<b>12.</b> complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards				
	<b>13.</b> ensure the work area is kept clean and tidy during the service				
	<b>14.</b> use work methods to minimise wastage				
	<b>15.</b> dispose waste materials as per organisational standards in a safe and hygienic manner				
	<b>16.</b> record details of the procedure accurately as per organisational policy and approved practice				

	17. store information securely in line with the salons policies				
	18. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client				
	19. ask questions to check with the client their satisfaction with the finished result				
	20. 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				
	<b>NOS Total</b>	<b>17.5</b>	<b>58.5</b>		
	<i>Provide shaving services</i>	36	64		
BWS/N0231 Provide shaving services	PC1. adhere to the health and safety standards laid out by the manufacturer and salon				
	PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing				
	PC3. prepare yourself, the client and work area for shaving services.				
	PC4. clarify the client's understanding and expectation prior to commencement of treatment				

	PC5. sanitize the hands prior to treatment commencement				
	PC6. select shaving products, tools and equipment based on the results of client consultation and hair analysis				
	PC7. consult the client to identify the desired look before shaving.				
	PC8. identify the condition of the hair to achieve the required results by analyzing the influencing factors				
	PC9. select the most suitable technique to the client's hair and to achieve the desired look				
	PC10. establish and follow the guidelines to accurately achieve the required look <ul style="list-style-type: none"> <li>• Full shave</li> <li>• Partial shave</li> </ul> Beard outlines				
	PC11. create balanced and shaped sideburns that suit the required look				
	PC12. check the client's wellbeing throughout the service and giving the necessary reassurance				
	PC13. position self and client throughout procedure to ensure comfort and wellbeing				
	PC14. perform and adapt the procedure				

	using materials, equipment and techniques correctly and safely to meet the needs of the client				
	PC15. promptly refer problems that cannot be solved to the relevant superior for action				
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time				
	PC17. record the procedure accurately and store information securely in line with the salon's policies				
	PC.18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client				
	<b>NOS Total</b>	<b>36</b>	<b>64</b>		
	<i>Maintain health and safety of the work area</i>	33	67		
BWS/N9002 Maintain health and safety of workplace	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				
	<b>NOS Total</b>	<b>33</b>	<b>67</b>		
BWS/N9003 Create a positive impression at the workplace	<i>Create Positive Impression at the workplace</i>				
	<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.				
	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, stress management, working in teams, 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				
	<i>Task execution as per organization's standards</i>	10	18		
	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.				
	<i>Communication and Information record</i>	18	32		
	PC10. communicate procedure related information to guests based on the sectors code of practices and organizations				

	procedures/ guidelines				
	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.				
	<b>NOS Total</b>	<b>36</b>	<b>64</b>		
DGT/VSQ/N0102 (v1.0) Employability Skills	<b>Employability Skills</b>	<b>20</b>	<b>30</b>		
<b>Grand Total</b>		<b>229</b>	<b>521</b>		

## Annexure 6: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

*Mention the detailed assessment strategy in the provided template.*

### 1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

### 2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

### 3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

### 5. Method of verification or validation:

- Surprise visit to the assessment location

### 6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

### On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
  -
4. Assessment of each Module will ensure that the candidate is able to:
  - Effective engagement with the customers
  - Understand the working of various tools and equipment

## Annexure 7: Acronym and Glossary

*Acronym*

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

*Glossary*

Term	Description
<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>