

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference

To be added by NSDA

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Beauty and Wellness Sector Skill Council (BWSSC)

Address: Office No. 405-406, 4th Floor, DLF City Court,

M.G. Road, Sikanderpur, Gurgaon-122002

Tel: 0124 – 4269030-33

Name and contact details of individual dealing with the submission

Name: Ms. Annu Wadhwa

Position in the organisation: CEO

Address if different from above: Same as above

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List of documents submitted in support of the Qualifications File

1. Career Map of Beauty Therapist- Annexure 1
2. QP BWS/Q0102- Annexure 2

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SUMMARY

Qualification Title	Beauty Therapist
NCO Code	NCO-2015/5142.0100
Qualification Code	BWS/Q0102
Nature and purpose of the qualification	This Qualification Pack (QP) contains National Occupational Standards for Beauty Therapist job role. The purpose of this qualification is to skill and upskill people with the intent to employ them as Beauty Therapist.
Body/bodies which will award the qualification	Beauty and Wellness Sector Skill Council (BWSSC)
Body which will accredit providers to offer courses leading to the qualification	Beauty and Wellness Sector Skill Council (BWSSC)
Body/bodies which will carry out assessment of learners	Confederation of Indian Industry (CII) Mettl Aspiring Minds Iris Corp Eduworld Consultants Pvt Ltd CoCubes Technologies
Occupation(s) to which the qualification gives access	Skincare Services- Beauty Therapist
Licensing requirements	N/A
Level of the qualification in the NSQF	4
Anticipated volume of training/learning required to complete the qualification	350 hours
Entry requirements and/or recommendations	Minimum Educational Qualifications - Class X pass and commensurate ability to read, write and communicate effectively in the job role Experience - Minimum 6 months of experience as an Assistant Beauty Therapist or Pedicurist and Manicurist is required Minimum Job Entry Age - 18 years
Progression from the qualification	This entry should refer to one or more of the following: -access to other qualifications at the same NSQF level - Mehendi Specialist, Nail Technician (Level-4) -access to related qualification(s) at the next NSQF level - Senior Beauty Therapist, Beauty Advisor (Level-5)
Planned arrangements for the Recognition of Prior learning (RPL)	Yes
International comparability where known	Aligns closely with the new UK NOS for Level 2 NVQ

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Date of planned review of the qualification. 19/04/2019			
Formal structure of the qualification			
Title of component and identification code.	Mandatory/ Optional	Estimated size (learning hours)	Level
BWS/N9001 Prepare and maintain work area	Mandatory	13	4
BWS/N0104 Perform skin care services	Mandatory	36	4
BWS/N0105 Perform depilation services	Mandatory	60	4
BWS/N0401 Perform manicure and pedicure services	Mandatory	50	4
BWS/N0106 Perform makeup services	Mandatory	45	4
BWS/N0128 Operate and apply electrical/electronic equipment for facial beauty services safely and effectively	Mandatory	65	4
BWS/N0129 Perform salon reception duties	Mandatory	55	4
BWS/N9002 Maintain health and safety at the workplace	Mandatory	13	4
BWS/N9003 Create a positive impression at the workplace	Mandatory	13	4

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. QP BWS/Q0102- Annexure 2

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SECTION 1

ASSESSMENT

Body/Bodies which will carry out assessment:

If there will be more than one assessment body for this qualification, give details.

Confederation of Indian Industry (CII)

Mettl

Aspiring Minds

Iris Corp

Eduworld Consultants Pvt Ltd

CoCubes Technologies

How will RPL assessment be managed and who will carry it out?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

The RPL assessment will be carried out through pre-assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:

- What will be assessed, i.e. the competency based on each NOS
- How assessment will occur i.e. methods of assessment
- When the assessment will occur
- Where the assessment will take place i.e. context of the assessment (workplace/simulation)
- The criteria for decision making i.e. those aspects that will guide judgements and

Where appropriate, any supplementary criteria used to make a judgement on the level of performance.

The assessment is conducted through theory, viva voce and practical.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e Learning Outcomes to be assessed, assessment criteria and the means of assessment.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Beauty Therapist Qualification Pack: BWS/Q0102 Sector Skill Council: Beauty and Wellness
<u>Guidelines for Assessment:</u> 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below). 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP. 6. To pass the Qualification Pack, every trainee should score a minimum of 33% in Theory and 50% in Practical. 7. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Title of Component:

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5

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	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
		Total	100	21	79
BWS/N0104 Perform skin care services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC2.position self and client correctly to ensure privacy, comfort and wellbeing throughout the service		6	1	5
	PC3.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client		8	2	6
	PC4.carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon		7	2	5
	PC5.ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any		6	2	4
	PC6.clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques		6	1	5
	PC7.use an exfoliation technique suitable for the client's skin type and skin condition		7	2	5
	PC8.use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition		6	1.5	4.5
	PC9.provide facial massage using a medium and techniques suitable for the client's skin type and condition		7	2	5
	PC10.apply masks evenly and neatly, covering the area to be treated completely		6	1	5
	PC11.remove masks as per the recommended time frame mentioned in manufacturer's instructions or organisational standards		5	1	4
	PC12.carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized		7	2	5
	PC13.complete the therapy to the satisfaction of the client in a commercially acceptable time		5	1	4
	PC14.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		5	1	4
	PC15.record details of the therapy accurately as per organisation policy and procedures		5	2.5	2.5
	PC16.store information securely in line with the salon's policies		5	2	3
	PC17.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
		Total	100	26	74
BWS/N0105 Perform depilation services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	2	0.5	1.5
	PC2.sanitize the hands effectively prior to service commencement using a hand sanitiser		1	0	1
	PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		3	1	2

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PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any, including with guardians for minors	2	0.5	1.5
PC5.select and prepare products, tools and equipment that are suitable to meet to the client's needs and requirements of the service plan	2	0.5	1.5
PC6.position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service	2	0.5	1.5
PC7.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	4	1	3
PC8.maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client	2	0.5	1.5
PC9.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	2	0.5	1.5
PC10.estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations	2	0.5	1.5
PC11.complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards	4	1	3
PC12.conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any	4	1	3
PC13.carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon	4	1	3
PC14.apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions	3	1	2
PC15.apply and remove the wax according to the direction of hair growth and manufacturer's instructions	3	0.5	2.5
PC16.consult, plan and prepare for female intimate and sensitive areas' waxing services by talking to the customer, and following organisational standards	4	1	3
PC17.select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements	2	0.5	1.5
PC18.prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure	3	1	2
PC19.perform application and removal of waxing as per the hair growth pattern of the application area	3	0.5	2.5
PC20.ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated	2	0.5	1.5
PC21.position the client correctly for ease and effectiveness of the service and client comfort	3	0.5	2.5

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	PC22.apply correct techniques for application of wax to the pubic area		4	1	3
	PC23.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service		2	0.5	1.5
	PC24.give aftercare advice to the client as per their needs and organisational standards		2	0.5	1.5
	PC25.carry out the process using the tools and materials and as per process laid down by the salon		3	0.5	2.5
	PC26.ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread		2	0.5	1.5
	PC27.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service		2	0.5	1.5
	PC28.ensure the work area is kept clean and tidy during the service		2	0	2
	PC29.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		3	0.5	2.5
	PC30.discontinue service, and do not provide advice and recommendations where contra-actions occur		3	1	2
	PC31.clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards		2	0.5	1.5
	PC32.record the therapy details accurately as required by the organisation policies and procedures in a timely manner		2	1	1
	PC33.store information securely in line with the salon's policies		2	1	1
	PC34.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		3	1	2
	PC35.ask questions to check with the client their satisfaction with the finished result		2	0.5	1.5
	PC36.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		3	1	2
	PC37.minimize the wastage of products by using products economically and following correct storage procedures as per manufacturer's instructions		3	0.5	2.5
	PC38.store chemicals and equipment securely post service		2	0.5	1.5
	PC39.dispose all waste safely according to the salon's standards of hygiene and safety		1	0	1
		Total	100	25	75
BWS/N0401 Perform manicure and pedicure services	PC1.adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2.sanitize the hands prior to procedure commencement as per organisational approved process		3	0.5	2.5
	PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4

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PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	3	0.5	2.5
PC5.position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure	4	0.5	3.5
PC6.adjust the client's position to meet the needs of the service without causing them discomfort	4	0.5	3.5
PC7.perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC8.remove any existing nail polish using approved products and procedures before proceeding further	4	1	3
PC9.enquire to establish the desired length and shape of nails (hands or toes) with the client	4	1	3
PC10.file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference	5	1	4
PC11.remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free	3	0.5	2.5
PC12.use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	5	0.5	4.5
PC13.use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails	5	1	4
PC14.use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs	4	0.5	3.5
PC15.remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	3	0.5	2.5
PC16.leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials	3	0.5	2.5
PC17.check that the nail plate is dehydrated and the underside is clean and free of debris	3	0.5	2.5
PC18.apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish	4	0.5	3.5
PC19.check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel	3	0.5	2.5
PC20.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	4	1	3
PC21.clean the treated area and use a suitable soothing product	3	0.5	2.5
PC22.complete the therapy to the satisfaction of the guest in a commercially acceptable time	5	1	4
PC23.record the therapy accurately and store information securely in line with the organization's policies	4	2	2

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	PC24.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC25.ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC26.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		4	1	3
		Total	100	20	80
BWS/N0106 Perform makeup services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2.ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any		3	1	2
	PC3.sanitize the hands prior to service commencement as per salon standards		3	0	3
	PC4.prepare the client for make-up and provide suitable protective apparel		4	0.5	3.5
	PC5.position self and client throughout procedure to ensure privacy, comfort and wellbeing		5	1	4
	PC6.define a suitable service plan to meet the client's needs		6	2	4
	PC7.select and prepare suitable skin care and make up products to meet the client's needs and work plan		5	1	4
	PC8.clarify the client's understanding and expectation prior to commencement of procedure		5	1.5	3.5
	PC9.clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes		5	1	4
	PC10.conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures		5	1	4
	PC11.select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion, applying correct techniques as per organisation standards		6	1.5	4.5
	PC12.adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required		6	1	5
	PC13.adjust the client's position to meet the needs of the service without causing them discomfort		4	0.5	3.5
	PC14.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		4	1	3
	PC15.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		6	2	4
	PC16.ensure the work area is kept clean and tidy during the service		3	0	3
	PC17.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5

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	PC18.record details of the procedure accurately as per organisational policy and approved practice		5	2.5	2.5
	PC19.store information securely in line with the salon's policies		5	2	3
	PC20.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	1	4
	PC21.ask questions to check with the client their satisfaction with the finished result		4	1	3
	PC22.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		5	1	4
		Total	100	24	76
BWS/N0128 Operate and apply electrical/electronic equipment for facial beauty services safely and effectively	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	2	0.5	1.5
	PC2.identify various electrical/electronic machine equipment for beauty services correctly		2	0.5	1.5
	PC3.select the correct machine and accessories as per the service plan		2	0.5	1.5
	PC4.check the machine for damage, faults and risks before operating, if detected take necessary action as per organisation approved procedures and ensure safety		3	1	2
	PC5.ensure all component and parts of the machine are available, clean and ready for use		2	0	2
	PC6.attach and assemble the accessories/parts following manufacturer's instructions		2	0.5	1.5
	PC7.ensure there are no bare or trailing wires		2	0	2
	PC8.ensure the machine is calibrated and approved for usage		2	0	2
	PC9.ensure the environment is safe and suitable for equipment operation		2	0	2
	PC10.sterilise, sanitise and disinfect tools and machine parts as per requirements and organisation standard using various methods		3	1	2
	PC11.assemble and organise products and accessories related to the respective service and keep ready for use		3	0.5	2.5
	PC12.prepare yourself, the client and work area for shampoo and conditioning services		3	0.5	1.5
	PC13.identify contra-indications and respective necessary actions		3	0.5	1.5
	PC14.position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively		3	0.5	2.5
	PC15.define a suitable service procedure plan to meet the client's needs		3	1	2
	PC16.ensure the service plan is as per skin type, skin condition and client needs		2	0	2
	PC17.ensure the service plan		2	0	2
	PC18.select and prepare suitable skin care products to meet the client's needs in line with the client service plan		3	1	2
	PC19.ensure the dials are at zero and mains are off		2	0	2

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	PC20.switch on the mains and operate the equipment at low intensity to test the equipment		2	0.5	1.5
	PC21.switch off the machine if any malfunction is noticed and report to concerned personnel		2	0.5	1.5
	PC22.clarify the client's understanding and expectation prior to commencement of procedure		3	1	2
	PC23.explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it		4	1	3
	PC24.adjust the client's position to meet the needs of the service without causing them discomfort		3	0.5	2.5
	PC25.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		3	0.5	2.5
	PC26.operate the equipment as per manufacturer's instructions in line with service procedure requirements		3	1	2
	PC27.apply products as per service plan and in line with procedural guidelines of the manufacturer and organisation standards		4	1	3
	PC28.ensure correct techniques are used for movement		2	0	2
	PC29.ensure the right parameters as per manufacturer's instructions, organisation and safety standards are maintained and followed during application		2	0.5	1.5
	PC30.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		3	0.5	2.5
	PC31.identify contra-actions and necessary subsequent action		2	0.5	1.5
	PC32.ensure the work area is kept clean and tidy during the service		2	0	2
	PC33.provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		3	0.5	2.5
	PC34.clean and dismantle the machine as per organisation standards after service		3	0.5	2.5
	PC35.ensure electrodes are cleaned, handled and stored as per manufacturer's instructions		2	0.5	1.5
	PC36.store equipment as per manufacturer's instruction and keep ready for next service		2	0.5	1.5
	PC37.record details of the procedure accurately as per organisational policy and approved practice		2	1	1
	PC38.store information securely in line with the salon's policies		2	1	1
	PC39.ask questions to check with the client their satisfaction with the finished result		2	0.5	1.5
	PC40.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		3	1	2
		Total	100	21	77
BWS/N0129 Perform salon reception	PC1.book appointments in person and over telephone accurately and promptly	100	3	1.5	1.5
	PC2.maintain and interpret the appointment register		3	1	2

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duties	accurately			
	PC3.estimate timings for various services offered by the salon with reasonable precision	3	1	2
	PC4.record details in a register or electronically in an accurate and efficient manner	2	1	1
	PC5.ask relevant questions to customers to obtain required information to book an appointment	3	0.5	2.5
	PC6.politely decline appointments where time slots unavailable and offer alternate arrangements in keeping with client needs and preferences	3	1	2
	PC7.speak to clients in a professional and pleasant tone and speech	3	0.5	2.5
	PC8.maintain confidentiality of client information	3	0.5	2.5
	PC9.do not disclose client information to unauthorised personnel	2	0.5	2.5
	PC10.accommodate special requests as per feasibility and in consultation with service personnel	3	1	2
	PC11.respond to emails as per organisational and professional protocols	3	1.5	1.5
	PC12.offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organisational policy and procedures	2	0.5	1.5
	PC13.inform waiting customers of time left to service periodically	2	0.5	1.5
	PC14.manage wait times to ensure customer satisfaction	2	0.5	1.5
	PC15.inform customers promptly and apologise earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required	2	0.5	1.5
	PC16.inform clients of organisational facilities, services, prices, and layout as required	2	1	1
	PC17.inform customers of emergency procedures if required	3	1	2
	PC18.maintain the reception in a neat and tidy manner	3	0.5	2.5
	PC19.maintain displays, magazines and promotional materials etc. to give a neat and orderly look	3	1	2
	PC20.ensure cleaning processes are followed for all areas of the reception	1	0	1
	PC21.maintain records neatly in a secure location, where it is also easy to retrieve when required	2	1	1
	PC22.follow correct filing and storing procedures for efficient storage	2	0.5	1.5
	PC23.switch off all electronic equipment at the end of the day	2	0.5	1.5
	PC24.maintain opening and closing balances and adequate change in the cash box/register	3	1.5	1.5
	PC25.process cash payments correctly by receiving and tendering accurate amounts	3	1	2
	PC26.calculate due amounts accurately for billing	3	1	2
	PC27.produce invoices accurately using manual and computerised billing systems	3	1	2

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	PC28.process credit card payments on manual swipe machines, electronic swipe machine, etc. of cards with and without pin authorisations		2	0.5	1.5
	PC29. follow organisation procedure in relation to cheque payments and follow essential checks required to process these while accepting them		2	0.5	1.5
	PC30.reconcile payments with billing done at the end of the shift		3	0.5	2.5
	PC31.operate and escalate problems with credit card machines efficiently and in a timely manner		3	1	2
	PC32. follow organisational procedures when faced with payment discrepancies		2	0.5	1.5
	PC33.maintain confidentiality and security of passwords and other access devices/permits		3	1	2
	PC34.inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits		2	1	1
	PC35.accurately calculate applicable discounts and apply these to invoices		3	1.5	1.5
	PC36.calculate applicable taxes correctly and apply them to invoices		3	1.5	1.5
	PC37.explain taxes to customers and components of the charged invoice to the customer		3	1.5	1.5
	PC38.handover money and receipts to authorised personnel at the end of the shift		2	1	1
	PC39.escalate any disputes that cannot be resolved to the supervisor		3	1	2
		Total	100	33.5	67.5
BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		Total	100	27	73
BWS/N9003 Create a positive impression at the workplace	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5

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PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
PC6.take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
PC7.record details related to tasks, as per procedure		5	3	2
PC8.participate in workplace activities as a part of the larger team		7	2	5
PC9.report to supervisor immediately in case there are any work issues		5	1	4
PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5
PC11.communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		6	1	5
PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5
PC13.assist and guide clients to services or products based on their needs		6	2	4
PC14.report and record instances of aggressive/ unruly behavior and seek assistance		5	2	3
PC15.use communication equipment (phone, email etc.) as mandated by your organization		6	3	3
PC16.carry out routine documentation legibly and accurately in the desired format		7	3	4
PC17.file routine reports and feedback		5	2	3
PC18.maintain confidentiality of information, as required in the role		6	2	4
	Total	100	30	70

Means of assessment 1

Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.

Means of assessment 2

Add boxes as required.

Pass/Fail

To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP.

To pass the Qualification Pack, every trainee should score a minimum of 33% in Theory and 50% in Practical.

In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

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SECTION 2

EVIDENCE OF LEVEL

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OPTION A

Title/Name of qualification/component:		Level:	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTION B

Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p><u>Work in familiar, predictable, routine, situation of clear choice:</u></p> <ul style="list-style-type: none"> • identify and select 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 • ask relevant questions to consult with the client to identify the condition, provide suitable services and apply relevant procedures • 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 • 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 • achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly 	<p>Beauty Therapist 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 techniques to achieve the desired look; ask relevant questions to consult with the client to identify the problem; provide suitable services and apply relevant procedures; select and prepare products, tools and equipment that are suitable for the client's condition; 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 pressure points as per 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>	4
Professional knowledge	<p><u>Factual knowledge of field of knowledge or study:</u></p> <ul style="list-style-type: none"> • applicable legislation relating to the workplace 	<p>As mentioned in the various knowledge and understanding criteria mentioned in the previous cell, the Beauty Therapist requires factual</p>	5

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> environmental conditions required and expected for carrying out services factor impacting clients' comfort throughout the drying process basic anatomical structure of the hair and principles of hair growth structure of the skin types of skin blow-drying tools and equipment contra-indications and respective necessary action safety considerations for shampooing and conditioning of hair <p><u>Principles, processes and general concepts, in a field of work or study</u></p> <ul style="list-style-type: none"> foundational principles and recommendations for blow drying to minimize damage, achieve objective and safe operation difference between disinfecting and sterilising importance if using products economically and storing products correctly to minimize wastage customer service principles including privacy and protection to modesty of the customers importance of using products economically and as per manufacturer's instructions 	<p>knowledge of field of knowledge or study like applicable legislation relating to the workplace; environmental conditions required and expected for carrying out services; factor impacting clients' comfort throughout the drying process; basic anatomical structure of the skin and principles of hair growth; classification of skin; blow-drying tools, equipment, technique and products, contra-indications and respective necessary action; safety considerations for shampooing and conditioning of hair; tools and equipment and their operations in manicure & pedicure, safety precautions, cleaning and maintenance procedures; hair spa and facial massage techniques and equipment; and make-up procedures.</p> <p>Hence it qualifies for NSQF Level 5.</p>	
Professional skill	<p><u>Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts:</u></p>	As mentioned in the various performance criteria mentioned in the previous cell, the Beauty Therapist is able to recall and demonstrate practical skill, routine and repetitive in narrow range of application,	4

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> identify and select 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 techniques to achieve the desired look ask relevant questions to consult with the client to identify the condition, provide suitable services and apply relevant procedures select and prepare products, tools and equipment that are suitable for the client's condition 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 requirement taking care of client comfort select styling products, tools and equipment based on the results of client consultation and analysis select the correct cutting tool to achieve the desired look 	<p>using appropriate rule and tool, using quality concepts like identify and select 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 techniques to achieve the desired look; ask relevant questions to consult with the client to identify the condition; provide suitable services and apply relevant procedures; select and prepare products, tools and equipment that are suitable for the client's condition; carry out the procedure using methods that minimise risk of cross infection; and identify contra-indications if any that restrict the services or products sought by the customer</p> <p>Hence NSQF Level is 4</p>	
Core skill	<p><u>Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment:</u></p> <ul style="list-style-type: none"> read about new products and services with reference to the 	<p>As mentioned in the various performance criteria & knowledge criteria mentioned in the remaining points in the previous cell, the Beauty Therapist is able to use language to communicate written or oral, with required clarity, and requires a basic understanding of social political</p>	4

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>organization and also from external forums such as websites and blogs</p> <ul style="list-style-type: none"> • keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets • reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures • discuss task lists, schedules, and work-loads with co-workers • question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis • give clear instructions to customers/ clients • keep customers/ clients informed about progress • avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required • manner and tone, professional, supportive, respectful, sensitive to client • speak clearly and precisely in a courteous manner and develop a professional relationship with the client • understand the directives passed down by supervisors • ability to listen and understand the local language in dealing with clients and maintain client confidentiality • ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures • ask relevant and effective questions to check and establish the 	<p>and natural environment like read about new products and services with reference to the organization; keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets; reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures; discuss task lists, schedules, and work-loads with co-workers; question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis; give clear instructions to customers/ clients; and keep customers/ clients informed about progress</p> <p>Hence NSQF Level is 4</p>	

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors</p> <ul style="list-style-type: none"> • ask questions to check with the client their satisfaction with the finished result • 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 • communicate procedure related information_to clients based on the sector's code of practices and organisation's procedures/ guidelines • communicate role related information to stakeholders in a polite manner and resolve queries, if any • assist and guide clients to services or products based on their needs • report and record instances of aggressive/ unruly behavior and seek assistance • use communication equipment (phone, email etc.) as mandated by your organization • carry out routine documentation legibly and accurately in the desired format • file routine reports and feedback • maintain confidentiality of information, as required, in the role 		
Responsibility	<u>Responsibility for own work and learning:</u>	As mentioned in the various performance criteria mentioned in the	4

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> follow principles, while carrying out the procedure for safety, minimising damage and achieving the desired look 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 complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards provide specific after-procedure, homecare advice and recommendations for product use and further services to the client perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards select and prepare products, tools and equipment that are suitable for the client's condition promptly refer problems that cannot be solved to the 	<p>previous cell, the Beauty Therapist demonstrates responsibility for own work and learning like 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; complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards; provide specific after-procedure, homecare advice and recommendations for product use and further services to the client; perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client; apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage; complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards; select and prepare products, tools and equipment that are suitable for the client's condition; promptly refer problems that cannot be solved to the relevant person/ senior Beauty Therapist for action; and ask questions to check with the client satisfaction with the finished result.</p> <p>Hence it follows NSQF Level 4 descriptors</p>	

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Title/Name of qualification/component: Beauty Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>relevant person/ senior beauty therapist for action</p> <ul style="list-style-type: none">• ask questions to check with the client their satisfaction with the finished result• ask questions to check with the client their satisfaction with the finished result		

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions facilitated from four workshops, and site visits conducted and interaction with representatives from different organizations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates till 2022. The research provides the data that the discussed qualification is one of the critical roles in the sector. The details of statistics and research analysis are provided separately as a research analysis report. Some of the contacted organizations are VLCC, Toni & Guy, Ishi Khosla, Aroma Magic, Affinity, Schwarzkopf, Four Fountains, K11, Naturals, Enrich, NailPro, Cleopatra, Impressions Hair & Beauty Clinic, Orane, Lee's Beauty Centre & Spa, Geetanjali, Talwalkars, Association of Beauty Therapy & Cosmetology, etc.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The increase in manpower requirements (as per projections) from 2013 to 2022 is approx. 1.42 crore from 40 lakhs, which is almost 3.5 times in Beauty & Wellness sector. All the numbers are provided in research analysis study.

[\(reference KPMG report\)](#)

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

The qualification discussed above is checked for any duplication across sectors by mapping it with the existing DGT MES courses and there is no duplication. The mapping has been shared with NSDA.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The comments, feedback and suggestions were collected through interaction with industry. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 19 April 2019.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organisations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

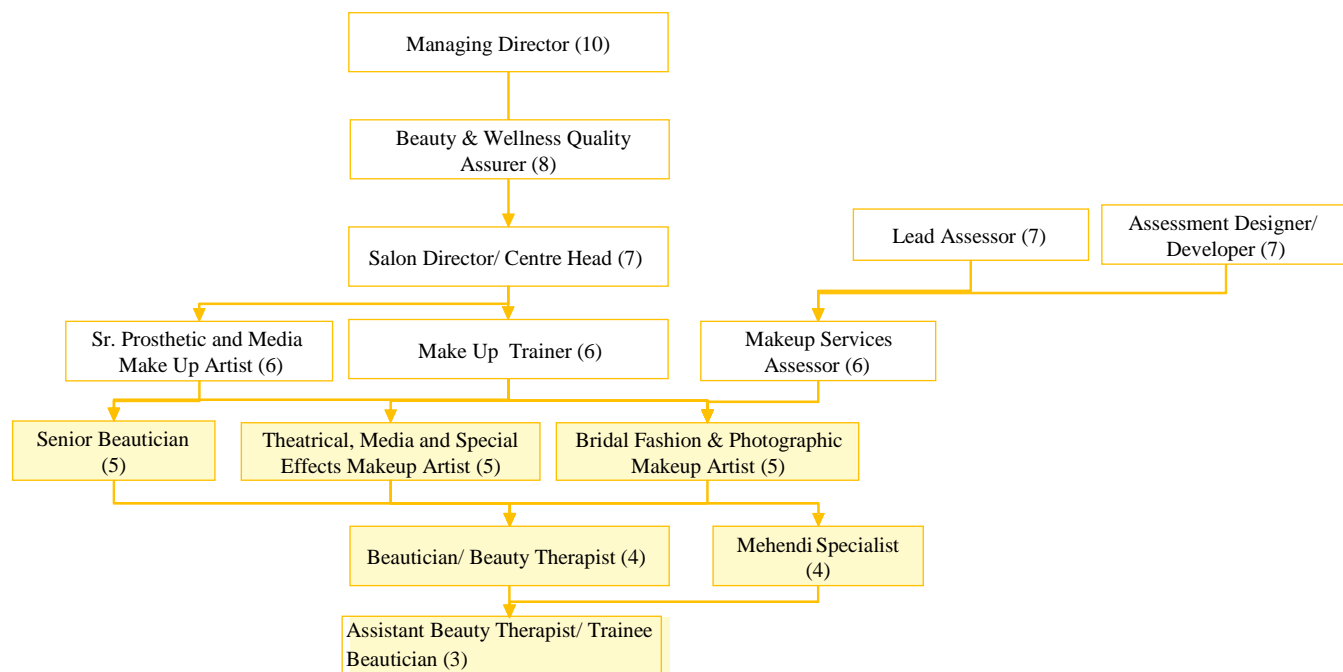
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Beauty Therapist - Annexure 1
2. QP BWS/Q0102- Annexure 2

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Annexure 1: Career Map



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Annexure 2: QP BWS/Q0102



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