

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 Hair Stylist- Annexure 1
2. QP BWS/Q0202- Annexure 2

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SUMMARY

Qualification Title	Hair Stylist
NCO Code	NCO-2015/5142.0200
Qualification Code	BWS/Q0202
Nature and purpose of the qualification	This Qualification Pack (QP) contains National Occupational Standards for Hair Stylist job role. The purpose of this qualification is to skill and upskill people with the intent to employ them as Hair Stylist.
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	Haircare Services- Hair Stylist
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 VIII and commensurate ability to read, write and communicate effectively on the job role Experience - 24 months as a hairstylist in a salon 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 -Barber, Colorist, Hair Stylist Dresser (Level-4) -access to related qualification(s) at the next NSQF level - Senior stylist, Hair Advisor, Senior Barber, Senior Colorist (Level-5)
Planned arrangements for the Recognition of Prior learning (RPL)	Yes
International comparability where known	Aligns closely with the 2015 UK NOS for Level 2 NVQ Diploma in Hairdressing
Date of planned review	19/04/2019

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of the qualification.			
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/N0205 Perform Blow drying of hair	Mandatory	34	4
BWS/N0202 Shampoo, condition the hair and scalp	Mandatory	44	4
BWS/N0206 Perform Indian Head Massage and Hair Spa Services	Mandatory	40	4
BWS/N0207 Cut Hair	Mandatory	45	4
BWS/N0208 Perform Hair Styling and Dressing	Mandatory	35	4
BWS/N0209 Colour and lighten hair	Mandatory	40	4
BWS/N0210 Perm and neutralise hair	Mandatory	40	4
BWS/N0211 Perform hair relaxing and straightening services	Mandatory	33	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/Q0202- 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: Hair Stylist Qualification Pack: BWS/Q0202 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
BBWS/N0205 Perform Blow drying of hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.position self and client correctly to ensure privacy, comfort and wellbeing throughout the service		5	1	4
	PC3.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		5	2	3
	PC4.ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC5.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		8	3	5
	PC6.apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair		6	1	5
	PC7.perform various blow drying techniques to achieve the desired look		8	2	6
	PC8.blow dry hair to achieve volume, straightening and movement		6	2	4
	PC9.follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look		6	1	5
	PC10.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		6	1.5	4.5
	PC11.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		6	2	4
	PC12.ensure the work area is kept clean and tidy during the service		4	0	4
	PC13.dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC14.use work methods to minimise wastage		5	1.5	3.5
	PC15.record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC16.store information securely in line with the salon's policies		4	1	3
	PC17.ask questions to check with the client their satisfaction with the finished result		5	1.5	3.5
	PC18.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	1.5	3.5
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	2	3
		Total	100	27	73

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BWS/N0202 Shampoo and condition the hair and scalp	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2.position self and client throughout service to ensure privacy, comfort and safety		4	1	3
	PC3.prepare yourself, the client and work area for shampoo and conditioning services		4	1	3
	PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures		4	1.5	2.5
	PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1.5	2.5
	PC6.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		4	1	3
	PC7.carry out the procedure using methods that minimise risk of cross infection		6	1.5	4.5
	PC8.apply shampoo using rotary massage technique		3	1	2
	PC9.carry out and adapt massage techniques to suit the client needs and to perform the service plan		5	1	4
	PC10.check the water temperature and flow to meet the needs of the service procedure and client comfort		4	1	3
	PC11.leave the hair clean and free of products, dirt, and grease after the shampoo		3	0.5	2.5
	PC12.perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process		5	1	4
	PC13.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		4	1	3
	PC14.detangle hair without causing damage to hair or scalp using a tooth comb		5	1	4
	PC15.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	0.5	3.5
	PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1	4
	PC17.promptly refer problems that cannot be solved to the relevant superior for action		3	1.5	1.5
	PC18.complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs		4	1	3
	PC19.ensure the work area is kept clean and tidy during the service		3	0	3
	PC20.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC21.record the service details accurately as per salon policy and procedures		3	1.5	1.5
	PC22.store information securely in line with the salon's policies and procedures		3	1.5	1.5

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	PC23.provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards		3	1	2
	PC24.ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC25.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
	PC26.minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions		3	1	2
		Total	100	27	73
BWS/N0206 Perform Indian head massage and hair Spa services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2.position self and client throughout service to ensure privacy, comfort and safety		3	1	2
	PC3.prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required		4	1	3
	PC4.ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC5.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		5	2	3
	PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		5	2	3
	PC7.identify contra-indications if any that restrict the services or products sought by the customer		4	1	3
	PC8.explain politely to the customer why service is denied or modified in case done so for contra-indications		5	1	4
	PC9.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		5	1	4
	PC10.perform a pre-shampoo or other preliminary procedures in accordance with the required service		5	1	4
	PC11.select a suitable medium and perform hair spa and the scalp massage		5	1	4
	PC12.perform various massage techniques to complete the service as required		5	1	4
	PC13.apply suitable pressure on the marma pressure points as per requirement taking care of client comfort		5	1.5	3.5
	PC14.perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type		5	1.5	3.5
	PC15.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

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	PC16.perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client		4	1	3
	PC17.promptly refer problems that cannot be solved to the relevant superior for action		5	2	3
	PC18.complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards		4	1	3
	PC19.record details of the service accurately as per organisational policy and procedures		4	2	2
	PC20.store information securely in line with the salon's policies		3	1	2
	PC21.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1.5	2.5
	PC22.minimize the wastage of products and store chemicals and equipment securely post service		3	0	3
	PC23.dispose all waste safely according to the salon's standards of hygiene and safety		2	0	2
	PC24.address hair concerns by identifying appropriate remedial action		4	1	3
		Total	100	27	73
BWS/N0207 Cut hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon		3	1	2
	PC2.position self and client in a manner to ensure privacy, comfort and safety, throughout the service		3	1	2
	PC3.prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required		3	1	2
	PC4.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		4	1	3
	PC5.ensure a guardian/parent is present for minors under age 14		2	0	2
	PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service	100	4	1	3
	PC7.select styling products, tools and equipment based on the results of client consultation and hair analysis		4	1	3
	PC8.ask questions or use charts, catalogues to consult the client to identify the desired look before cutting		5	2	3
	PC9.identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results		4	1	3
	PC10.select the technique or procedure most suitable to the client's hair and to achieve the desired look		5	1.5	3.5
	PC11.follow established guidelines related to the selected procedure to accurately achieve the required look		5	2	3
	PC12.select the correct cutting tool to achieve the desired look		4	0.5	3.5
	PC13.perform various sectioning techniques to carry out the desired haircut		5	1	4

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	PC14.perform various cutting techniques and texturising technique while carrying out the service		5	1.5	3.5
	PC15.achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly		4	1	3
	PC16.ensure the work area is kept clean and tidy during the service		2	0	2
	PC17.use work methods to minimise wastage		4	1	3
	PC18.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	1	2
	PC19perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1	4
	PC20.promptly refer problems that cannot be solved to the relevant superior for action		4	1	3
	PC21.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	1.5	3.5
	PC22.record details of the procedure accurately as per organisation policy and procedures		2	1	1
	PC23.store information securely in line with the salon's policies		3	1	2
	PC24provide 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		4	1	3
	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	27	73
BWS/N0208 perform hair styling and dressing	PC1.use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair, including with parents or guardians for minors	100	7	3	4
	PC2.ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC3.identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results		5	1.5	3.5
	PC4.select the most suitable drying, setting, styling and finishing techniques to achieve the desired look		5	1	4
	PC5.perform back combing /back brushing technique as required		7	2	5
	PC6.control and secure hair effectively into place, during dressing		6	1.5	4.5
	PC7.dress the hair to the satisfaction of the client		5	1	4
	PC8.position self and client to ensure privacy, comfort and safety, throughout the service		5	1.5	3.5

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	PC9.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		6	2	4
	PC10.apply finishing product following manufacturer's instructions to maintain the style		6	2	4
	PC11.ensure the finished style takes into account the critical influencing factors		4	0	4
	PC12.ask questions to check with the client their satisfaction with the finished result		5	1	4
	PC13.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		5	1	4
	PC14.use work methods to minimise wastage		5	1.5	3.5
	PC15.dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		7	2	5
	PC17.record details of the procedure accurately as per organisational policy and procedures		5	2	3
	PC18.store information securely in line with the salon's policies		4	2	2
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	1	4
		Total	100	27	73
BWS/N0209 Colour and lighten hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.consult the client by questioning to identify contra-indications to hair and make-up products		5	1.5	3.5
	PC3.prepare yourself, the client and work area for hair colouring and lightening services where required		5	1	4
	PC4.position self and client to ensure privacy, comfort and safety, throughout the service		5	1.5	3.5
	PC5.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		5	1.5	3.5
	PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1	3
	PC7.mix the colours accurately as per manufacturer instructions		5	1	4
	PC8.apply colours in sections neatly, taking into account various influencing factors		5	1	4
	PC9.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1	4
	PC10.apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		5	1	4

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	PC11.monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development		5	2	3
	PC12.remove the colour products thoroughly from the hair and leave the hair free of any colouring products		5	1	4
	PC13.apply a suitable conditioner or post colour procedure to the hair following manufacturer's instructions		5	1.5	3.5
	PC14.work minimising wastage of products		2	0	2
	PC15.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	2	3
	PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	2	3
	PC17.record details of the procedure accurately as per organisation standards		3	1	2
	PC18.store information securely in line with the salon's policies		4	1	3
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further s to the client		5	1	4
	PC20.ensure the work area is kept clean and tidy during the service		3	0.5	2.5
	PC21.use work methods to minimise wastage		2	0.5	1.5
	PC22.dispose waste materials as per organisational standards in a safe and hygienic manner		3	1	2
	PC23.ask questions to check with the client their satisfaction with the finished result		2	1	1
	PC24.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	27	73
BWS/N0210 Perm and neutralize hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.consult the client by questioning to identify contra-indications to hair and haircare products		5	1	4
	PC3.prepare yourself, the client and work area for perming and neutralising services where required		4	1	3
	PC4.position self and client to ensure privacy, comfort and safety, throughout the service		6	2	4
	PC5.use suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors		6	2	4
	PC6.ensure a guardian or parent is present while providing service to minors		4	1	3
	PC7.identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results		5	2	3

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	PC8.select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely		4	1	3
	PC9.use a perm curler and relevant winding techniques effectively and safely to carry out perming		5	2	3
	PC10.combine and adapt perming and sectioning techniques to achieve desired perm effect		5	1	4
	PC11.monitor accurately the development of perming process as required and take a development test curl as required		5	2	3
	PC12.stop the perm development and neutralize the hair when the required degree of the curl is established		4	1	3
	PC13.leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques		4	1	3
	PC14.apply a suitable post-perm conditioner or procedure to the hair following manufacturer's instructions		4	1	3
	PC15.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		3	1	2
	PC16.ensure the work area is kept clean and tidy during the service		2	0	2
	PC17.use work methods to minimise wastage		3	1	2
	PC18.dispose waste materials as per organisational standards in a safe and hygienic manner		4	1	3
	PC19.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
	PC20.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		5	1	4
	PC21.record details of the procedure accurately as per organisational policy and procedures		3	1	2
	PC22.store information securely in line with the salon's policies		3	1	2
	PC23.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC24.ask questions to check with the client their satisfaction with the finished result		2	0	2
	PC25.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		2	1	1
		Total	100	28	72
BWS/N0211 Perform hair relaxing and straightening services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.prepare yourself, the client and work area for the relaxing and straightening services		5	1	4
	PC3.position self and client to ensure privacy, comfort and safety, throughout the service		5	1	4
	PC4.ensure a guardian/parent is present for minors under age 14		3	0	3

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	PC5.identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results		6	2	4
	PC6.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		5	1	4
	PC7.apply pre relaxing products to protect the scalp and even out the porosity of the hair		6	1.5	4.5
	PC8.carry out relaxing services using relevant application techniques		6	2	4
	PC9.monitor accurately the development of relaxing process		7	2	5
	PC10.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		6	2	4
	PC11.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
	PC12.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		8	2	6
	PC13.ensure the work area is kept clean and tidy during the service		3	0	3
	PC14.use work methods to minimise wastage		4	0.5	3.5
	PC15.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC16.record details of the procedure accurately as per organisational policy and approved practice		5	2	3
	PC17.store information securely in line with the salon's policies		4	1	3
	PC18.provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client		5	2	3
	PC19.ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC20.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	1.5	3.5
		Total	100	26	74
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

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	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
	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

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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: Hair Stylist		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 • 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 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 	<p>Hair 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 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>	4

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Title/Name of qualification/component: Hair Stylist		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"> 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 	Hence NSQF Level is 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 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 hair and basic principles of hair growth classification of hair blow-drying tools and equipment blow drying technique and products contra-indications and respective necessary action action of shampoo and water to cleanse hair safety considerations for shampooing and conditioning of hair tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures hair and scalp conditions, causes and contra-indications to head/scalp massage hair spa and massage techniques and equipment 	<p>As mentioned in the various knowledge and understanding criteria mentioned in the previous cell, the Hair Stylist requires knowledge of facts, principles, processes and general concepts, in a field of work 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 hair and principles of hair growth; structure of the hair and basic principles of hair growth; classification of hair; blow-drying tools, equipment, technique and products, contra-indications and respective necessary action; safety considerations for shampooing and conditioning of hair; tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures; and hair spa and massage techniques and equipment.</p> <p>Hence NSQF Level is 5</p>	5

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Title/Name of qualification/component: Hair Stylist		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"> • massage techniques, equipment, massage mediums • consequences of using incorrect products <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 • how their hair characteristics may impact on the hairdressing services • correct application of blow drying • importance of direction of air flow when drying for achieving desired look • effect of incorrect application of heat on the hair and scalp • method of managing and controlling hair sections during the drying process • importance of cooling hair prior to finishing • effect of the humidity and drying process on the hair • 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 		
Professional skill	<u>Recall and demonstrate practical skill, routine and repetitive in</u>	<ul style="list-style-type: none"> • As mentioned in the various performance criteria mentioned in 	4

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Title/Name of qualification/component: Hair Stylist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p><u>narrow range of application, using appropriate rule and tool, using quality concepts:</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 • 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 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 	<p>the previous cell, the Hair Stylist is able to recall and demonstrate practical skill, routine and repetitive in narrow range of application, 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 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 requirement taking care of client comfort</p> <p>Hence NSQF Level is 4</p>	

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Title/Name of qualification/component: Hair Stylist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>haircut</p> <ul style="list-style-type: none"> achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly 		
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 organization and also from external forums such as websites and blogs 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 	<p>As mentioned in the various performance criteria & knowledge criteria mentioned in the remaining points in the previous cell, the Hair Stylist is able to use language to communicate written or oral, with required clarity, and requires a basic understanding of social political 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>	4

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Title/Name of qualification/component: Hair Stylist		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"> • 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 client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors • 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 		

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Title/Name of qualification/component: Hair Stylist		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"> • 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	<p><u>Responsibility for own work and learning:</u></p> <ul style="list-style-type: none"> • follow blow drying 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 	<p>As mentioned in the various performance criteria mentioned in the previous cell, the Hair Stylist 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 to the hair; 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 hair and scalp condition, that meet client's needs and service plan; promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action; and ask questions to check with the client their</p>	4

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Title/Name of qualification/component: Hair Stylist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>damage to the hair</p> <ul style="list-style-type: none"> • 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 hair and scalp condition, that meet client's needs and service plan • promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action • 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 	<p>satisfaction with the finished result</p> <p>Hence NSQF Level is 4</p>	

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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.

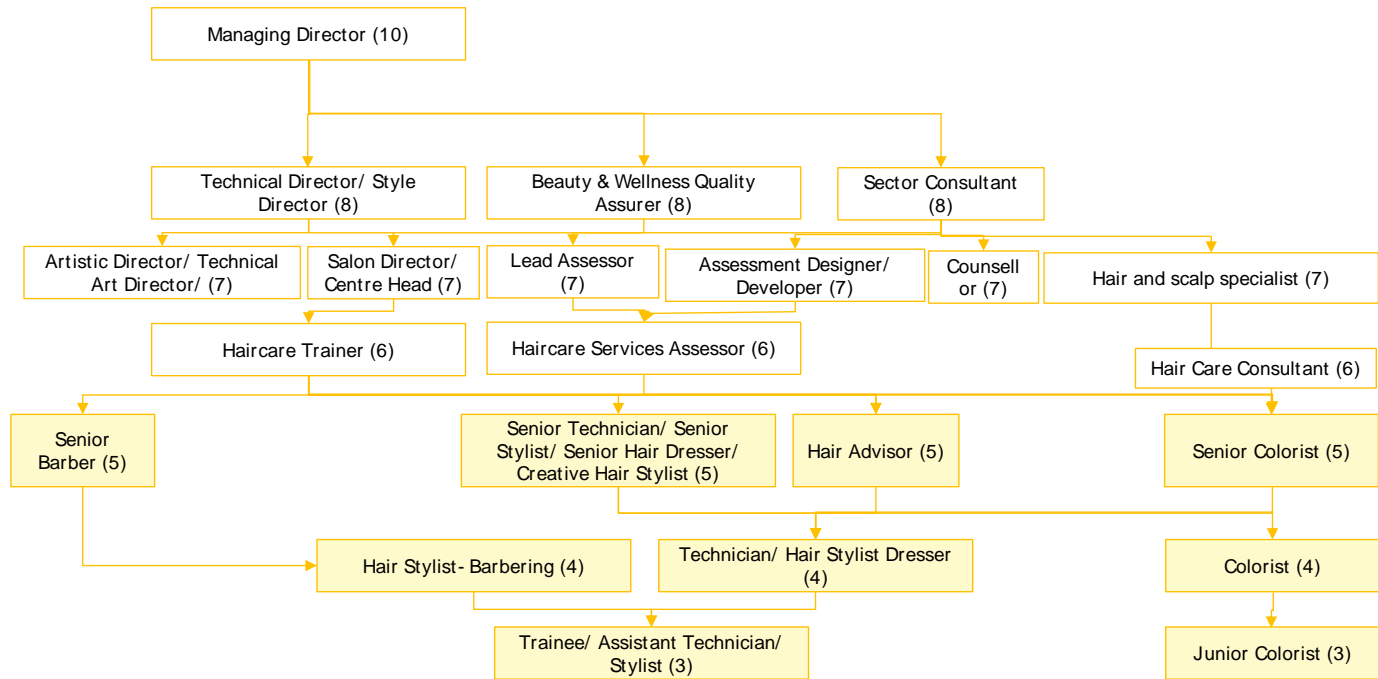
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Hair Stylist - Annexure 1
2. QP BWS/Q0202- Annexure 2

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Annexure 1: Career Map



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Annexure 2: QP BWS/Q0202



Hair Stylist Final QP
07_12_16.pdf

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