

Revised Application Documentation: Version 4 /28 May, 2015

**QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY**

**Name and address of submitting body:**

Beauty and Wellness Sector Skill Council  
Office No. 405-406, 4th Floor, DLF City Court,  
M.G. Road, Sikanderpur, Gurgaon-122002

**Name and contact details of individual dealing with the submission**

**Name:** Ms. Annu Wadhwa

**Position in the organisation:** COO

**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 Manicurist and Pedicurist- Annexure 1
2. QP BWS/Q0402- Annexure 2

## QUALIFICATION FILE SUMMARY

<b>Qualification Title</b>	Manicurist and Pedicurist		
<b>Body/bodies which will assess candidates</b>	CII		
<b>Body/bodies which will award the certificate for the qualification.</b>	B&WSSC		
<b>Body which will accredit providers to offer the qualification.</b>	B&WSSC		
<b>Occupation(s) to which the qualification gives access</b>	Nail Technician (Nailcare Services), Beauty Therapist (Skincare Services)		
<b>Proposed level of the qualification in the NSQF.</b>	Level 3		
<b>Anticipated volume of training/learning required to complete the qualification.</b>	100 hours		
<b>Entry requirements / recommendations.</b>	Preferably Class V/ the ability to read/ write and communicate on the job role with 0-12 months experience in pedicure and manicure services		
<b>Progression from the qualification.</b>	Nail Technician, Beauty Therapist		
<b>Planned arrangements for RPL.</b>	Work is under progress		
<b>International Comparability</b>	This would most closely align to UK NVQ Level 2 Diploma in Nail Services. There are no UK NOS at Level1 for Manicure and Pedicure. The industry standard for this occupational role starts at Level 2, which would equate with NSQF Level 4. The unit The NOS 'Provide specialised hand and foot spa treatments' (NSQF L4) aligns with UK standards at Level 2		
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b> (include any identification code used)	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
BWS/N 9001: Prepare and maintain work area	Mandatory	15	3
BWS/N 0401: Perform manicure and pedicure services	Mandatory	30	3
BWS/N 0403: Provide specialised hand and foot spa treatments	Mandatory	25	4
BWS/N 9002: Maintain health and safety at the workplace	Mandatory	15	3
BWS/N 9003: Create a positive impression at the workplace	Mandatory	15	3

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

Give details of the document here:

1. QP BWS/Q0402- Annexure 2

## **SECTION 1**

### **ASSESSMENT**

#### **Name of assessment body:**

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

CII

#### **Will the assessment body be responsible for RPL assessment?**

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, consistent 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 details of the document(s) here:

### **ASSESSMENT EVIDENCE**

**Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.**

## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Manicurist and Pedicurist

**Qualification Pack** BWS/Q0402

**Sector Skill Council** Beauty & Wellness

### **Guidelines for 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
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 centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5. To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS
6. To pass the Qualification Pack , every trainee should score a minimum of 60% in Theory and 70% 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

				<b>Marks Allocation</b>	
		<b>Total Marks</b>	<b>Out Of</b>	<b>Theory</b>	<b>Skills Practical</b>
1. BWS/N9001 (Prepare and maintain work area)	PC1. Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	<b>100</b>	15	3	12
	PC2. Select suitable equipment and products required for the treatment		19	5	14
	PC3. Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment		20	4	16

	guidelines				
	PC4. Place the products in the trolley for the treatment		12	2	10
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
			<b>100</b>	<b>22</b>	<b>78</b>
2. BWS/N0401 (Perform manicure and pedicure services) – Preparing self and client	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	3	0.5	2.5
	PC2. Sanitize the hands prior to procedure commencement		2	0.5	1.5
	PC3. Prepare the client and provide suitable protective apparel		2	0.5	1.5
	PC4. clarify the client's understanding and expectation prior to commencement of procedure		2	0.5	1.5
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	0.5	1.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		2	0.5	1.5

	PC7. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
2. BWS/N0401 (Perform manicure and pedicure services) – Perform manicure services	PC8. Remove any existing nail polish
	PC9. Check the desired length and shape with the client
	PC10. File the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC11. Remove dirt in the underside of the nails
	PC12. Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC13. Use specialized hand and nail treatments to improve the appearance of the client's skin and nails
	PC14. Use smooth and even massage techniques and pressure to meet the client's needs using appropriate products (E.g. Massage creams, lotions)
	PC15. Leave the hands and lower arms free of any excess massage medium

3	0.5	2.5
2	0.5	1.5
3	0.5	2.5
5	0.5	4.5
2	0.5	1.5
5	0.5	4.5
5	1	4
4	0.5	3.5
2	0.5	1.5

	PC16. Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris
	PC17. Apply one base coat, polish coats as desired and one top coat for the desired finish
	PC18. Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free polish
2. BWS/N0401 (Perform manicure and pedicure services) – Perform pedicure services	PC19. Clean and dry the client's feet and lower legs
	PC20. Remove any existing nail polish
	PC21. Check the desired length and shape with the client
	PC22. File the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC23. Remove dirt in the underside of the nails
	PC24. Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC25. Remove any excessive hard skin using a foot scrapper
	PC26. Use specialised leg and nail treatments to improve the

2	0.5	1.5
3	0.5	2.5
3	0.5	2.5
2	0.5	1.5
2	0.5	1.5
3	0.5	2.5
4	1	3
2	0.5	1.5
4	0.5	3.5
2	0.5	1.5
3	0.5	2.5

	appearance of the client's skin and nails			
	PC27. Use smooth and even massage techniques and pressure to meet the client's needs	4	2	2
	PC28. Leave the foot and lower leg free of any excess massage medium	2	0.5	1.5
	PC29. Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris	2	0.5	1.5
	PC30. Apply sufficient base coat, polish coats and top coats for the desired finish	3	0.5	2.5
	PC31. Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel	3	0.5	2.5
2. BWS/N0401 (Perform manicure and pedicure services) – Post treatment procedure	PC32. Check the client's wellbeing throughout the service and giving the necessary reassurance	3	0.5	2.5
	PC33. Complete the therapy to the satisfaction of the client in a commercially acceptable time	2	0.5	1.5
	PC34. Record the therapy accurately and store information securely in line with the salon's policies	4	1	3
	PC35. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	3	1	2



			<b>100</b>	<b>21</b>	<b>79</b>
3. BWS/N0403 (Provide specialised hand and foot spa treatment)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organisation	<b>100</b>	12	3	9
	PC2. Consult with the client to identify factors that may influence the treatment objectives (contra indications)		10	2	8
	PC3. Explain treatment procedure and provide information about oils and creams used during treatment		8	2	6
	PC4. Assist clients in preparing for treatment by providing them with gowns and putting away their clothing		10	2	8
	PC5. Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		6	1	5
	PC6. Select massage oil or cream and other equipment		6	1	5
	PC7. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		6	1	5
	PC8. Perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client		6	1	5
	PC9. Identify contra actions and adapt the treatment to suit the client needs		12	3	9
	PC10. Provide massage using a range of mediums and techniques to achieve the desired results		6	1	5
	PC11. Complete the treatment to the satisfaction of the client in a commercially		6	1	5

	acceptable time				
	PC12. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		6	1	5
	PC13. Record the treatment accurately and store information securely in line with the salon's policies		6	1	5
			<b>100</b>	<b>20</b>	<b>80</b>
4. BWS/N9002 (Maintain health and safety of work area)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	<b>100</b>	13	3	10
	PC2. Clean and sterilize all tools and equipment before use		13	3	10
	PC3. Maintain one's posture and position to minimise 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		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		13	3	10
			<b>100</b>	<b>25</b>	<b>75</b>
5. BWS/N9003 (Create a	PC1. Maintain good health and personal hygiene	<b>100</b>	8	2	6

positive impression at work area)					
	PC2. Comply with organisation's standards of grooming and personal behaviour		9	3	6
	PC3. Meet the organisation's standards of courtesy, behaviour and efficiency		9	3	6
	PC4. Stay free from intoxicants while on duty		2	1	1
	PC5. Wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. Take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC7. Record details related to tasks, as per procedure		5	2	3
	PC8. Participate in workplace activities as a part of the larger team		5	1	4
	PC9. Report to supervisor immediately in case there are any work issues		3	1	2
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		7	2	5
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/guidelines		7	2	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		4	1	3

	PC14. Report and record instances of aggressive/ unruly behaviour and seek assistance		4	1	3
	PC15. Use communication equipment (phone, email etc) as mandated by your organisation		4	1	3
	PC16. Complete routine documentation legibly and accurately in the desired format		6	2	4
	PC17. File routine reports and feedback		4	1	3
	PC18. Maintain confidentiality of information, as required, in the role		4	1	3
			<b>100</b>	<b>29</b>	<b>71</b>

## **SECTION 2**

### **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 organisations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates until 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.

#### **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. seven times for Spa and four times for Beauty & salons. For rest of the subsectors it is approx. twice the current size. All the numbers are provided in research analysis study

#### **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 and given the qualification niche to B&W sector, there is no duplication or already existing similar qualifications

#### **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 during Jan'15 to May'15. 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 20th May 2016.

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

Give details of the document(s) here:

### **SECTION 3**

#### **SUMMARY EVIDENCE OF LEVEL**

Level of qualification: Level 3

Summary of Direct Evidence (from learning outcomes):

The job activities are exhaustively studied and their outcomes are evaluated to understand their mapping with the NSQF framework. The same had been reviewed and validated by sector skill council and participants from the industry.

Summary of other evidence (if used):

<b>Manicurist and Pedicurist - QP BWS/Q 0402</b>					
<b>Process required</b>	<b>Professional Knowledge</b>	<b>Professional Skills</b>	<b>Core Skills</b>	<b>Responsibility</b>	<b>Level</b>
The job holder is expected to provide basic pedicure and manicure services which typically are limited in range, routine and predictable in nature for all the clients and do not require any customisation such as filing, polishing and cleaning nails, conducting massage, cleaning the treated area, providing after care procedure, and conducting hand and foot spa treatment. The job holder	The job holder is expected to exhibit an understanding of the basic facts, process and principles applied in the trade such as characteristics of nail and process of nail growth, structure and function of the skin, bones of leg, foot, wrist, hands fingers and forearm, lymphatic vessels of the lower leg, foot, hand and arm, arteries and veins of lower leg, foot, hand and arm, muscles of the lower leg, foot, hand and arms, nail diseases and disorders, contra indications, tools to carry the procedure (exfoliant, enamel remover, nail	The job holder is expected to recall and demonstrate practical skill, routine and repetitive in a limited range of applications such as maintenance of customer feedback through filing of feedback forms, implementation of work plan, continuously checking with client at every step on their comfort, maintain hygienic work area and manage usage and disposal of products. The	The job holder is expected to exhibit written and verbal communication skills, with minimum required clarity, skill of basic arithmetic principles and basic understanding of the social and natural environment such as maintain accurate records of clients, treatments, product checklist, keep abreast with latest trends, provide clear information to	A manicurist and pedicurist performs the standardised procedures under close supervision and as per the guidelines of salon and nail technician/beauty therapist such as conduct cleaning, shaping, and polishing of fingernails and toenails, massage and after care treatment. The job holder is expected to be responsible for his/her own work within defined limits like maintenance of salon ambience, health and safety as well as hygiene	3

also provides treatment and product information to clients, prepares them with gowns etc, prepares massage oils and other products routine in nature. Considering the outcomes the job role is pegged at level 03.	enamels, cuticle cream, pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, emery boards, nail scissors, nail clippers), pedicure and manicure techniques (Filing, buffing, application of cuticle cream, removal of cuticle), and safety standards. Hence considering the type of knowledge the job holder can be placed at level 03 with a degree of technical knowledge at level 4	job holder must also be able to practically apply learning from feedback and other sources to develop themselves. Hence, the job holder can be placed at level 03	clients, understand client requirements, speak courteously and clearly, and maintain hygienic work environment. Considering these outcomes the job holder can be placed at level 03	and can be placed at level 3	
Level 3/4	Level 3/4	Level 3	Level 3	Level 3	

## **SECTION 4**

### **EVIDENCE OF RECOGNITION OR 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.

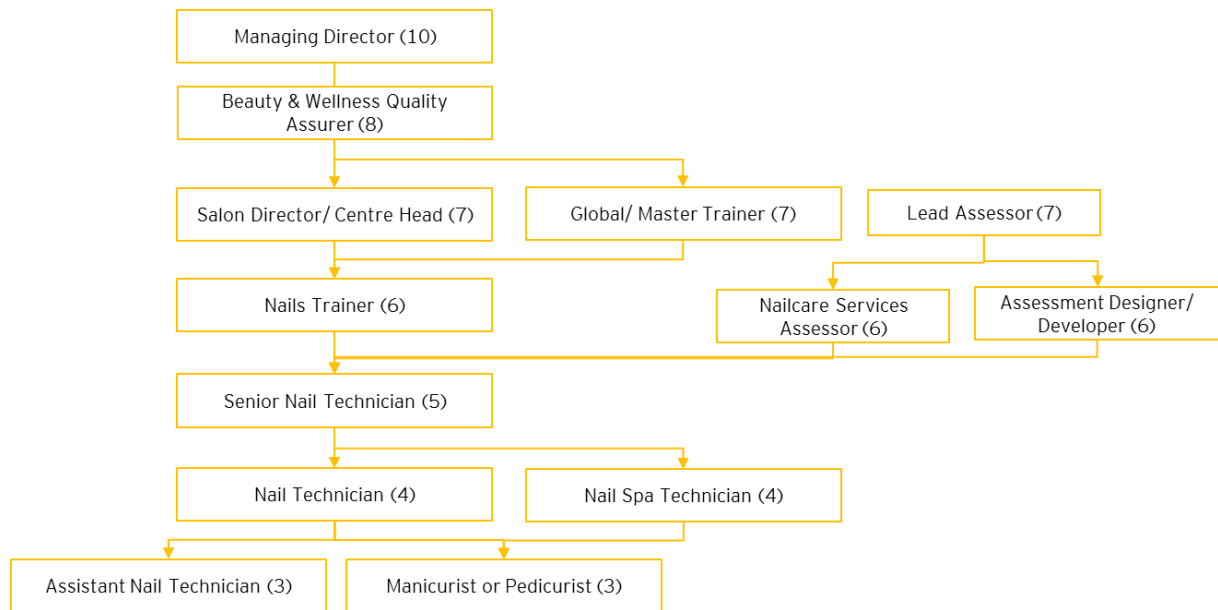
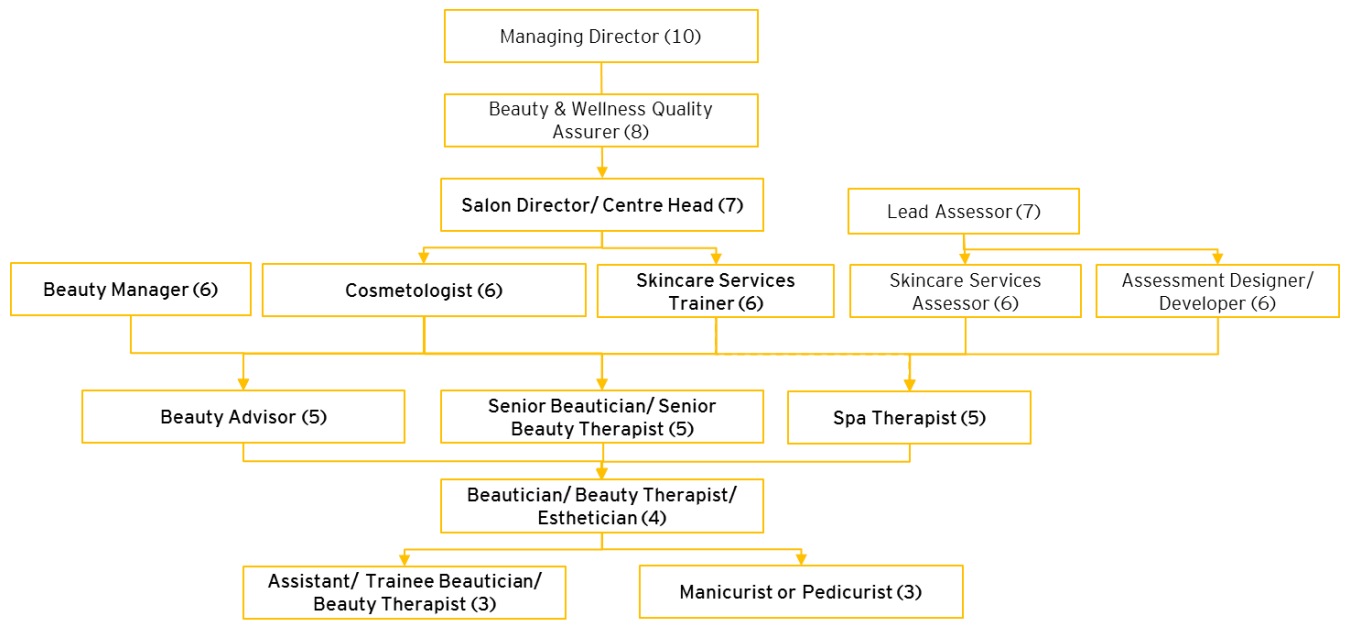
Please refer to attached career path as per annexure 1 which clearly defines the career path.

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

Give details of the document(s) here:

1. Career Map of Manicurist and Pedicurist - Annexure 1
2. QP BWS/Q0402- Annexure 2

## Annexure 1: Career Map



## Annexure 2: QP BWS/Q0402